PUBLIC
S.F.
LIBRARY

Book No. Accession

339.1 C12 A 635517

NOT TO BE TAKEN FROM THE LIBRARY

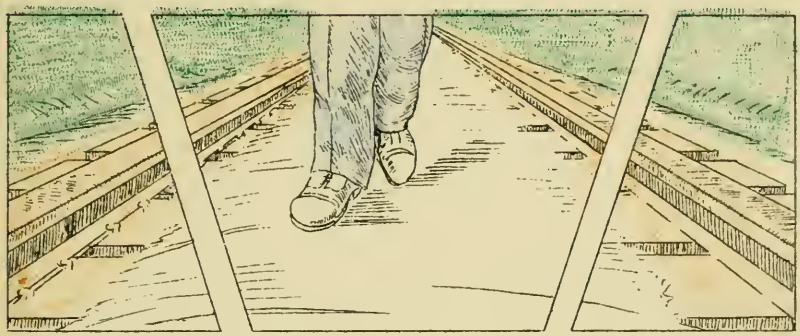
FORM 3427—5000—10-49

SAN FRANCISCO PUBLIC LIBRARY
3 1223 90045 0843

Digitized by the Internet Archive
in 2012 with funding from
California State Library Califa/LSTA Grant

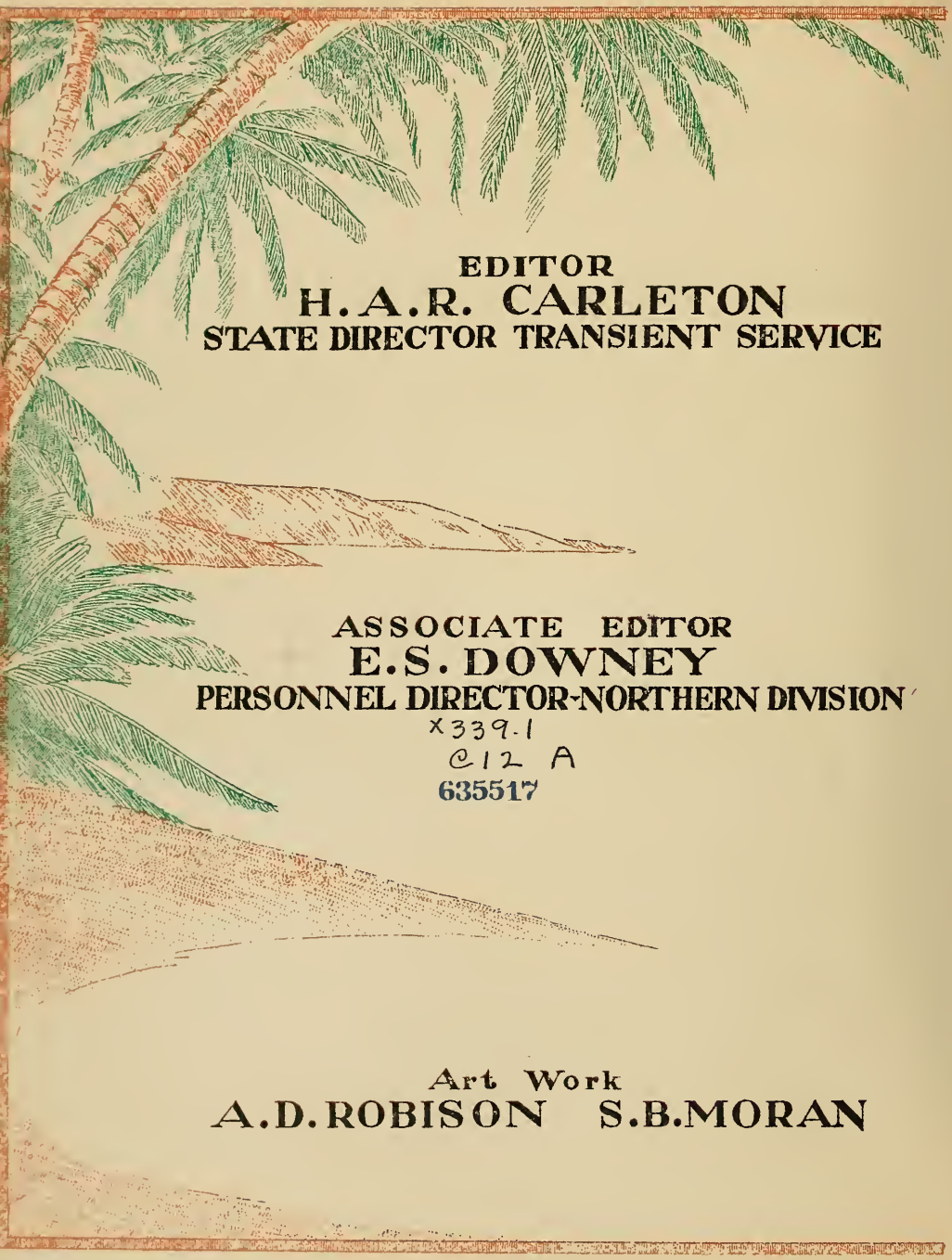
http://archive.org/details/californiatransi00unit

# California Transient Service



## Progress and Methods of Approach
## August 1933 - April 1935

PUBLISHED BY
The Nomad
TRANSIENT PUBLICATION PROJECT
San Francisco California
JUNE 1935



EDITOR

H. A. R. CARLETON

STATE DIRECTOR TRANSIENT SERVICE

ASSOCIATE EDITOR

E. S. DOWNEY

PERSONNEL DIRECTOR-NORTHERN DIVISION

X339.1
C12 A
635517

Art Work

A. D. ROBISON S. B. MORAN

# ACKNOWLEDGMENT

*The Editors wish to acknowledge contributions from the following*

J.W. GLOVER
J.E. MILLS

MRS. ALBERTA L. BAUMBERGER
MRS. DOROTHY WYSOR SMITH
D.M. MERRITT
E.H. BOSE
C.W. TANDY
DAVID H. DODGE
G.O. SMITH
E.A. JOHNSON
JOHN M. KENNEDY
MRS. ESTHER B. LOUGH
C.A. BILLIG
GEORGE OUTLAND
RAYMOND HOYT
ELEANOR MEAD
ELLEN HARRISON

# Foreword

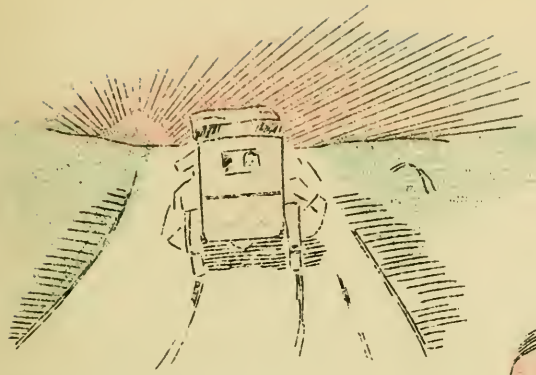
# EL DORADO

Probably no spot in the world, during the past five centuries, has challenged the spirit of the pioneer as has California. From the day in September, 1542, when Juan Cabrillo sailed his gallant craft into what is now San Diego harbor, adventurers from every part of the world have been lured to California's shores. The discovery of gold by an obscure pioneer from Sutter's Fort presaged the first great westward movement of pioneers to California. These became the world famous transients which we have immortalized as the "Forty-niners".

So great was the pull of El Dorado's hidden treasures that farmers in the East and Midwest left their plows standing in the fields and quickly gathered together their families and belongings and loaded them into prairie schooners to the persistent call of "Westward Ho!"

Since that time the pioneers have come in increasing numbers -- and in a little more than a half-century they have transformed California from a wilderness into one of the wealthiest and most populous states in the Union; and in spite of its present difficulties, into one of the happiest.

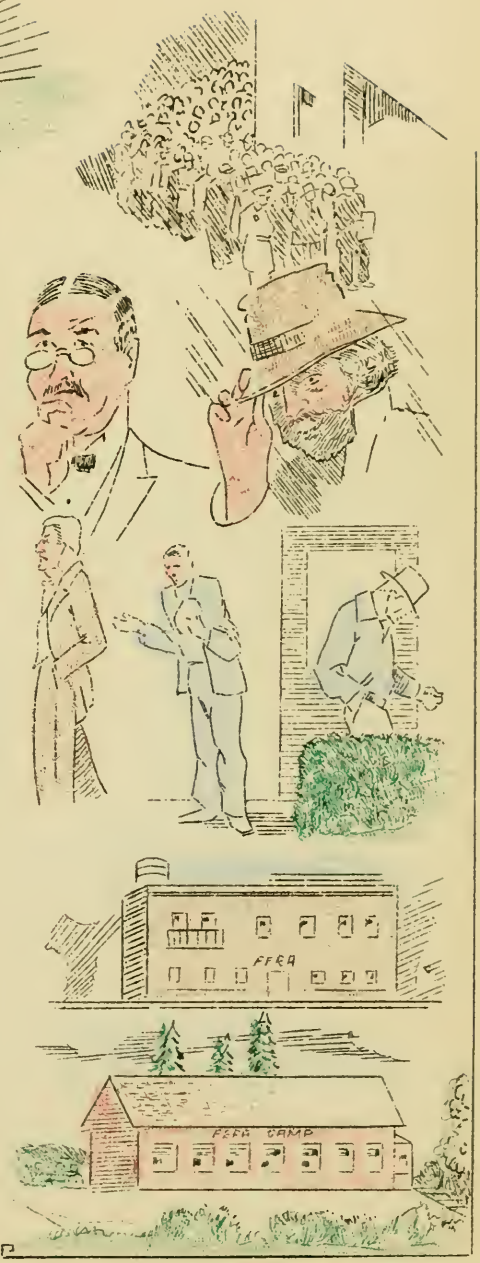
The old frontiers are gone - but its challenge remains. The romanticism of California still beckons - and even to the present day Midwestern farmers who leave their plows standing in drought-blistered fields, load their remaining possessions into the family flivver instead of the prairie schooner of old,



and face westward to the tune of "California, Here We Come."

When the early pioneer, by dint of initiative and fortitude, succeeded in reaching California and hit "pay dirt" he was commended for his vision and his sturdy American courage; and, when he failed and needed aid he was not harshly dealt with by his neighbor, but was cheerfully assisted with a grub-stake. The pioneers of 1930-1935 have faced a greatly changed attitude. Because California residents have been harassed with the overwhelming burden of caring for their own unemployed citizens and neighbors in need, there has developed an almost hostile attitude towards the transient stranger.

The Federal government's recognition of its responsibility, in helping to equalize the burden between states, has so far as California is concerned, been one of the most helpful and successful relief undertakings. But relief must give way to rehabilitation and eventual employment. It is hoped that by the time the Federal Work Program has made its contribution, recovery will be far enough advanced that California's farms and industries will be able to absorb their own unemployed in normal productive activity. When that day comes, relief will have been superseded by a complete program of rehabilitation, - and the worth of such a program will be evident in the willingness and the ability of our "citizens at large" to step into the normal stride of industry.



# CONTENTS

PAGE

PREFACE

CYCLORAMA by John M. Kennedy ..... I
(An Investigator's Impression of Transient America)

INTRODUCTION

ORGANIZATION and DEVELOPMENT ..... XI

CHAPTER I - EMERGENCY RELIEF

THE PROBLEM IN PERSONALITIES ..... 3
A Study of 10,300 Cases ..... 4
100,000 Case Records ..... 7
Case Load Movement (Dec., 1933 - April, 1935) ..... 12

THE STATE ADMINISTRATION ..... 15
Directory ..... 18

PHYSICAL CARE IN MEN'S BUREAUS
A—Concentration Centers
I-Types ..... 26
II-Work Details and Shelter Crews ..... 31
III-Registration Procedure ..... 32
IV-Laundry and Clean-Up Unit ..... 34
V-Commissary ..... 35
VI-Hospital Facilities ..... 42
VII-Education and Recreation ..... 48
B—The Camp Situation
I-Prerequisites ..... 49
II-Camp Planning ..... 51
III-Physical Necessities ..... 53
IV-Camp Life ..... 59

PHYSICAL CARE IN FAMILY BUREAUS ..... 63
I-Standards ..... 64
II-Specialized Treatment ..... 65
III-Special Problems ..... 66

C O N T E N T S (Cont.)

PAGE

SPECIAL TREATMENT CENTERS ..... 69
1. Camp California for Women ..... 69
2. Wilsonville ..... 70
3. Rainbow City ..... 71
4. Seamen's Lodges ..... 73
5. The Unemployable Situation ..... 76
6. Special Emergency Projects ..... 77

THE ITEM OF COST ..... 79

CHAPTER II - INDIVIDUALIZED SERVICE

THE FAMILY BUREAU ..... 87

JOINT CARE OF PROBLEM MEN ..... 93

PERSONAL SERVICE IN MEN'S BUREAUS ..... 97

THE TRANSIENT BOY ..... 101

THE EDUCATIONAL PROGRAM ..... 109

CHAPTER III - REHABILITATION AND WORK

WORK PROJECTS ..... 116

PRODUCTION FOR USE PROJECTS ..... 117
I-The Mattress Factory
II-Garment Project
III-Shoe Repair Project
IV-Cabinet Shop
V-Bed, Portable Buildings, Radio
VI-Sheet Metal
VII-Garage and Machine Shop
VIII-Salvage
IX-Bookbinding
X-Electric
XI-Miscellaneous
XII-Publications, Ranches and Saw Mill

CHAPTER IV - FUTURE PROBABILITIES

GOLD MINING PROJECTS ..... 129

THE CLYDE UNIT (Citizen Training Corps) ..... 131

# PREFACE

## CYCLORAMA

BY

**JOHN M. KENNEDY**

*AN INVESTIGATOR'S IMPRESSION OF TRANSIENT AMERICA*

"THEY look beaten, most of them -- having the appearance of a mongrel who does not know why the whip comes down so often on his defenseless back. True, they look like mongrels—but that is not their fault. They roam the streets, the country — but that also is not because they want to be without habitation. The fact that these walls have been denied them, or taken away from them, is not of their choosing. Therefore, they raise pleading eyes when another kick lands them in the gutter, and after a time the gutter seems their only rightful home."

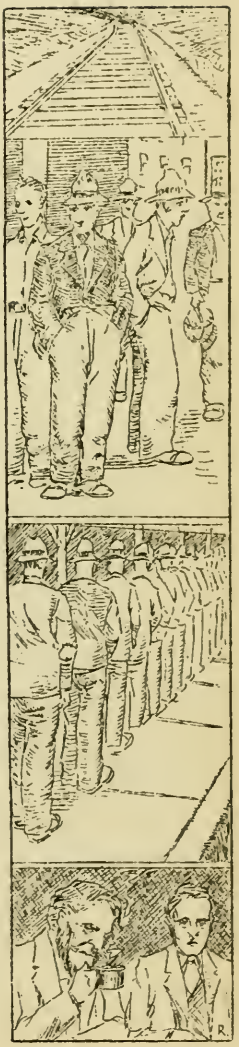
That was the "lead" I used on a story to which I had been assigned about three years ago. For four hours I had stood outside a temporary shelter that catered to the unemployed and the destitute men in one of the richest cities in this country. A long line of men, in double file, stretched for blocks—the end of the line being hidden where it wound around the corner.

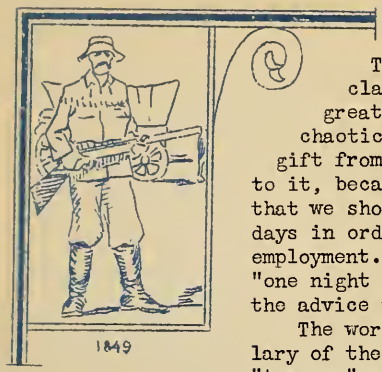
Hundreds of men - their clothing in all states of dilapidation—some of them "habituals"—but the great majority were men who apparently were making an effort to make their clothing presentable. Before the unsympathetic stares of the curious, many of the men would reach furtively and pull down the brim of their hats, turning their heads to the wall, shamed by the unnecessary exhibition of their plight.

This was a typical bread line, a typical "street scene" emulated in every city in the country... Anacondas of despair and suffering... long, straggling lines of weary, demoralized men, shuffling along, listless and pathetic -- waiting for hours for the miserable dole of beans and coffee, humiliated by this blatant and cruel exposure of their needs.

During that period there was no individualization. As they came to the shelters and stated their needs, they were fed and returned to the streets - to fend for themselves once more. No definite program was attempted whereby some effort could be made to restore their morale or to help in their rehabilitation. As week followed week, with no cessation in the flood of unemployment, the men merely drifted -- going from place to place where the relief stations had been established. Drifting constantly, urged by the constant gnawing ache of a hunger that increased the longer they remained in the bread line. A great many adopted the line of least resistance and supplemented this "charity" by panhandling on the streets.

For ten long months the writer "thumbed" rides on the highways of these United States, rode freight trains, the "blinds," and "jungled up" in practically every town in the country.






The further I wandered the more amazed I became at the class of men who were my companions. True, there were a great many of the pre-depression "stiffs" for whom the chaotic economic condition of the country was a veritable gift from the gods. But the mode of life, to one unaccustomed to it, became a nightmare... Everywhere was voiced the opinion that we should be driven out of town like the "bums" of earlier days in order to prevent an increase in the local burden of unemployment. At all division points on the railroads were the "one night flops" where the morning coffee was supplemented by the advice to "git, and git quick."

The word "transient" had not been inserted into the vocabulary of the road at that time... We were "bums," "stiffs," "tramps;" we slept in box cars or were herded into jails, missions and temporary shelters, and forever kept on the move. The food served to us at these missions and shelters was foul, polluted; the beds, invariably, had to be fastened securely to some convenient anchorage to prevent the lice from dragging them off. Clothing could not be obtained anywhere... Of course we could knock timidly on some backdoor and present some vivid, lacrymose tale. If the lady happened to be in a receptive mood, we would get some clothing; if not, we found ourselves doing some fast road work.

The general policy at that time appeared to be to humiliate and demoralize the men to ensure that they would not return. Not once, in my wanderings, did I receive any treatment that even savored of humanity or consideration. As time wore on, the hammering sense of frustration increased. We became a tattered regiment, - at times almost giving up the fight; brooding over our respective problems; health becoming impaired through exposure, starvation and malnutrition.

Everywhere we heard the same theme song, "Keep Movin'" and everywhere we were subjected to the same humiliations, the same indignities, the same villifications from civil and railroad police. Every day some one would be "pistol-whipped" and left to nurse his wounds like some predatory animal. We would come out of some towns with 45-calibre shells whistling over our heads or digging up the ground at our feet.

"Where to now?" became the watchword... Where could we go; where were we wanted?

Many times I asked men why they did not make some effort to settle down somewhere. Always I got the same reply, "I am too ashamed of my failure to go home; this life is getting into my blood. I might as well continue."

It was months before I really understood the psychology and reason for that reply. The same thing was happening to me! Gradually my brain dulled; I could not think logically; I became inert, lethargic. The feeling slowly crept over me that I did not care any more... Physically and mentally, I was falling into a state of catalepsy.

Still I rode onward, ever onward, getting more and more inert every day that passed. And in my subconscious mind droned those irascible, unfeeling voices, "bums," "tramps," "stiffs."

. . . . .

The scene changes... About eighteen months ago, I began to hear vague whisperings from every point of the compass that the Federal government had entered into the field of relief and that the labyrinthine paths to food and shelter were being straightened out to enable those in need to find refuge from the perils of transiency. I became interested and decided that another freight train would be the best method of finding out what specialized function was incorporated in the new order of things.

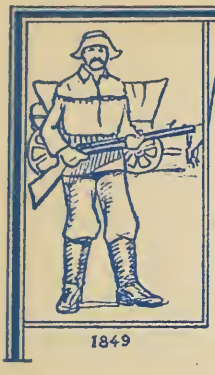
This time my travels commenced at New York. To Philadelphia, Baltimore, Washington, - then around by way of West Virginia towards Buffalo, Detroit, Cleveland, Chicago. --From there to St. Louis, Kansas City, Des Moines -- then north to Minneapolis and St. Paul. Zig-zagging towards the west coast I covered most of the states on the way.

Everywhere I checked into the camps and shelters. The transition was amazing. Superlatives could not describe the difference. There was concrete evidence of an entirely new interpretation of transients and transiency. Everywhere I found trained sympathetic workers, and a degree of enthusiasm for the work I had never found before, anywhere. The sensitivity of those in distress was met with tactful understanding, and their distress was not aggravated by promiscuous mingling in the long lines of other applicants. The greatest social need of modern times and the way it was met by the transient program is a tribute to sociology... The functions of the various bureaus through which I passed were different in many cases, but every state displayed intelligence and strategy. The workers appeared to make it clear that they were not in the work for themselves, but that their motivation was solely in the interests of those in need.

California interested me more than any of the other states, because everywhere I traveled, every one to whom I spoke, the word was "bound for California." I was curious to learn the reason for this similarity of expression. To that end I have spent most of my time in this state. I have been in most of the camps and shelters, and will endeavor to put down, as clearly as possible, the result of my findings and probings.

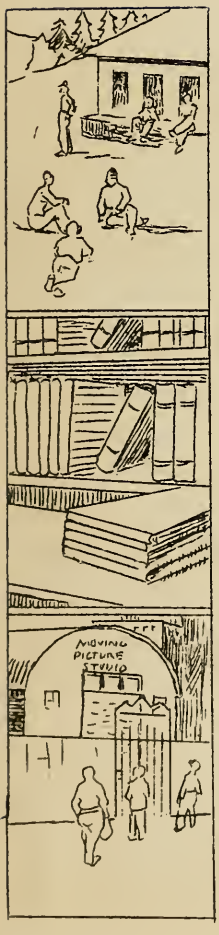
First let me deal with the question of mendicancy. The greatest scourge of this state, particularly in the larger towns, has been the influx of panhandlers. There was a natural increase in the past few years due to economic conditions, but I think, outside of New York City, that Los Angeles suffered most in this respect. On Main Street, south of Fifth, every Japanese "flophouse" had its full quota of professionals. I sat in at their meetings night after night, and saw the day's takings counted, and heard the assignments given for the following day. This was no picayune attempt to get the wherewithal for "coffee ands,"- but a studied, concerted drive. It apparently was common for the man on the Hollywood assignment to come in with anywhere from $15 to $20 for the day's work, -- and in each of the scores of "flophouses" in that locality were ten to fifteen men.

Begging, almost anywhere, constitutes vagrancy, and as such brings the beggar before the court as an offender against the criminal laws. The mendicant, whether he be a hardened professional beggar by choice, or whether he is actually in need, —




invariably tells the same story. There is no way of distinguishing between them, and not wishing to punish an innocent man, the charge is usually dismissed. In such cases, the professional immediately goes back to ply his trade while the man in need also goes back on the streets, not knowing where to apply for the relief he needs so much, and so is compelled to beg and be again subjected to further arrest and arraignment.

In this survey I have studied the panhandling angle in order to discover what success the transient bureaus have had in ridding the streets of the menace. The spectacle was degrading to those who daily observed it; it was humiliating to those who were continually subjected to this annoyance. Now, I can safely say, not ten per cent of these "professionals" of two years ago are "working" on the streets of Los Angeles today; nor can they be found in their old haunts. That statement, from my own experience, can also be made with regard to other towns in the state.




Before going into the detail of the shelters and the camps I would like to give the end of my story first, in the form of a brief summary: Generally the program is not one of work relief wherein compensation is given for a number of work hours. Actually the emphasis of the program is on the matter of the care of the individual. The man is required to perform thirty hours work per week, usually on the basis of occupational therapy.

Vocational education and recreation should be dove-tailed more with this work program. From my own experience I feel that the work program has been over-emphasized and the educational and recreational programs under-emphasized.

Reading material is badly needed. The physical care of the camps and shelters is satisfactory. There are necessary improvements that should be made; but on the whole, the quality of the food, the standard of cleanliness and the simple comforts would compare favorably with the type of care usually found in any well operated private camp.

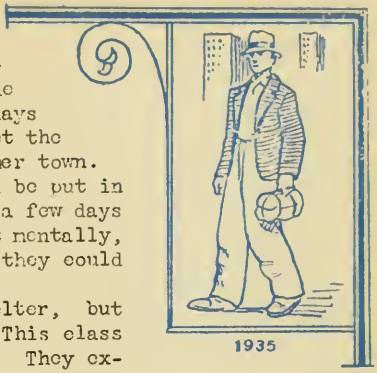
## ATTITUDE OF MEN ON THE ROAD

(a) Why they came to California.

On my frequent journeys about the state on freight trains, on the highway, and in the "jungles," I find that the popular explanation for their presence in this state is the climate.

A few of the younger group (under 25) have come here because of the lure of adventure, the desire to see Hollywood and other such publicized sights; because California always has been, and always will be, the Mecca of the transient. A small percentage of these boys confessed that they had good homes and that present conditions were favorable for their sightseeing tour. This group invariably carried charts of their trip and directories of almost every transient bureau and shelter in the country.

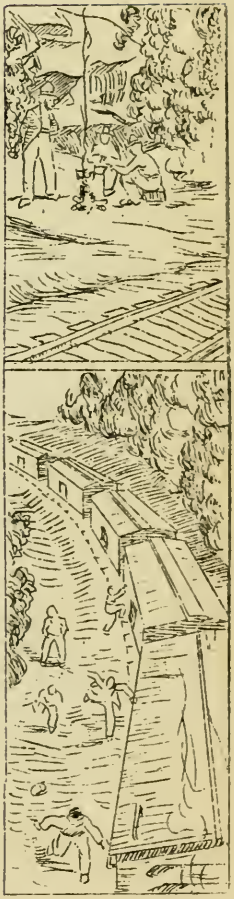
Again, there were dozens, even hundreds, who had no home; there were others who had homes, but the intolerable conditions there forced them to come on the road -- where even the box car seemed a pleasant place in comparison. There were other circumstances—stories that read like excerpts from Oliver Twist—of parental brutality, discord, and broken homes; of cruel step-parents; of hunger, distress, unhappiness.




Then there is the class to which I refer as "rainbow chasers." -- They are forever on the move from one place to another -- never staying more than a few days in any one camp. They check in, so they state, "to get the wrinkles out of their belly"- then off again to another town. I do not wish to infer that this latter class should be put in the same category as the "habituals." They will take a few days work gladly when the opportunity presents itself, but mentally, they are unsettled and would only be stabilized if they could find a place to their liking.

The "habituals" are also inclined to use the shelter, but will not use the camps where there is a work program. This class will not even use the shelters during good weather. They express themselves rather forcibly regarding the ease with which they obtain the wherewithal to live without the formality and the questioning necessary to complete the Form TR-10.

Again, there is the last and most pathetic group, the unemployables. Particularly in the southern part of the state can they be found. They denote a preference for camps where they are assured food, shelter and—when necessary—an allowance of clothing. They work well and cheerfully, and from my own observations, have come to California to get away from the inclement-weather in their own home states.



## DENIZENS OF THE JUNGLE

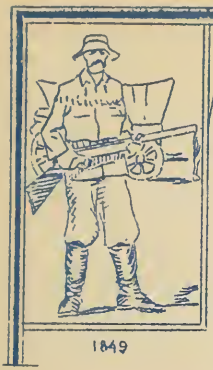
In nearly every part of the state the "jungles" have almost disappeared. The Stockton jungle, at one time one of the largest in the country, is almost deserted. The mobile groups use them only when they are convenient to outgoing trains and when there is no time to go to a shelter for a meal. Another jungle, whose normal load in other times was about 300, now has only a few inhabitants of the "bindle stiff" type. This is the group to whom the shelters and camps hold no appeal or attraction. They object strenuously to the clean-up routine and will not, under any circumstances, allow soap and water to contaminate their bodies. They are perfectly content to "boil up" at infrequent intervals when the weather becomes too hot and they commence to feel the weight of the winter's dirt. The jungles, nowadays, appeal only to the great unwashed who, no matter what facilities are put at their disposal, will not take advantage of them if there is a bathing requirement.

## FREIGHT TRAIN TRAVELERS

From frequent inquiries at all division points throughout the state, I have learned that travel had decreased almost 50%. Special agents of the Southern Pacific Railroad have informed me that in the past year they have had less trouble with transients than in the three previous years. They also report that practically no women are traveling by freight trains since the inception of the transient program.

## DIETARY ARRANGEMENTS

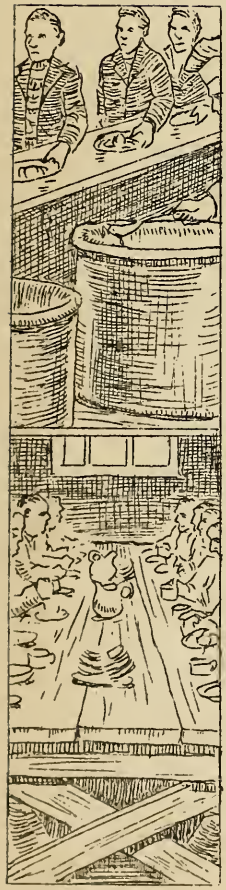
In all the camps and shelters in this state I have found the food to be of excellent quality and the menus varied from day to day. Meals are served "cafeteria style"-that is to say -- the




men carry their plates along a counter for service. During the entire survey I have never heard one man express dissatisfaction with the quality or quantity of the food. The motto of camp superintendents appears to be "full and plenty.

CLOTHING

In some areas the clothing issue could be reduced or there could be a stricter investigation into the man's need before an issue is made. That, of course, applies only where a full issue is made immediately after the man enters camp. Generally the clothing is put to the use for which it was intended, but there have been cases where the man checked out as soon as possible - after the issue without the formality of returning the garments. Lately, however, the regulations governing the issue of clothing have been amended considerably, and an issue is made only when the need is displayed. The clothing issued is of excellent quality and will stand hard wear for long periods.



MEDICAL EQUIPMENT

All camps visited have an adequate supply of equipment, and are supervised by competent first-aid men. For emergency cases, where the equipment is inadequate, men are referred to county hospitals for treatment. New cases, on being admitted, are put through the bath, supplied with "relievers" to replace their own clothing, which is taken for fumigation. This latter routine was imperative for the men whose period of migration had been of long duration and whose contacts had caused their effects to become infested with parasites and vermin.

All men detailed to kitchen duties are given the Wasserman Test, and vaccinated against smallpox.

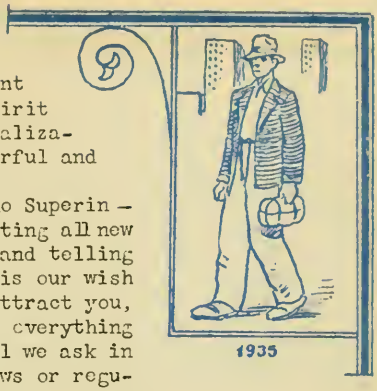
ATTITUDE OF PERSONNEL

(a) Towards men.

Cheerful, considerate and helpful in nearly all cases. This survey was a distinct shock in comparison with previous ones. Then the men were subjected to the arrogant, dogmatic, domineering attitudes of the "mission stiff" type. Now they are met on the basis of equality; they are addressed as "mister." The personnel invariably looks on the new case as a brother in misfortune.

In San Bernardino shelter I was offered a position in the registration department, which I accepted. In this—my first real contact with the personnel—I was amazed at the personal interest they took in every case that came in. Many a sack of tobacco was passed over the table to men who had not had a smoke all day; many a piece of useful advice I heard given. These men had not forgotten that they too had come in "on the line," and as a result they were, unconsciously, good sociologists. That incident is illustrative of the men I have contacted all through the survey. They are gentlemanly and comforting.

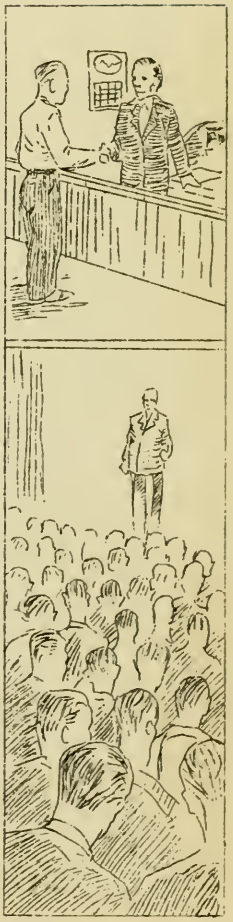
The attitude of superintendents is, invariably, of an extremely friendly nature. They establish and maintain friendly contacts with the men; they are always available to advise and help the man who is in trouble or doubt. Their consideration




for the comfort and well-being of the men is apparent at all times. They enter into the programs with a spirit that is commendable. Their interest in the individualization of the treatment helps to make the camps as cheerful and happy as is possible.

There is one camp in the San Diego area where the Superintendent and his assistants made it a practice of meeting all new men as they came into camp—introducing themselves, and telling the men they were glad to have them in the camp. "It is our wish to create an atmosphere in this camp, not only to attract you, but when you come, you will want to stay. We will do everything in our power to make you happy and comfortable -- all we ask in return is that you cooperate with us. We have no laws or regulations -- only a few simple rules by which we all must abide. Now will you 'play ball' with us?" And the invariable reply was "Youbetcha."

This same superintendent also made it a practice to make the rounds of every table at meal times, asking the men if they were satisfied with the quality and quantity of the food. This action, simple as it may seem, pleased the men immensely, and there was nothing that they would not do in return.

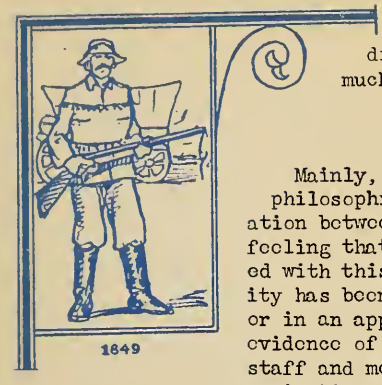


There was another man whose attitude made a deep impression on me during my stay at his camp. This superintendent would join up with the men on all the work details; he would dig ditches; he would go in the kitchen and help peel the potatoes; he would saw wood. In brief, he let the men see that there were no social barriers in his camp. In the evenings he would join them in their simple amusements in the recreation building... No matter if it were a game of checkers or "kangaroo court" he would be in it, and his enjoyment of the proceedings was as genuine as the others. Opening a concert one evening, he mounted the rostrum and gave a speech, a part of which I have never forgotten:
"I am here because I cannot find anything better. You are here because of the economic condition. We are all in the same position—so let us try to make the best of it. Let us work together, play together, pull together, towards a common end. Let us make this an episode in our lives that we can look back on with pleasure. Are you going to help me?"

For a moment not a sound could be heard; then came a ripple of applause, swelling into a veritable roar that resounded thru the camp. Were they with him? I asked several men a few days later what they thought of their superintendent. They looked at me for a moment, - then one of them said quietly, "Brother, we would all go plumb to hell for that guy." ... And they meant it. His sane philosophy had touched them as nothing else could.

(b) Regarding Program.

Most men express a deep appreciation for the help and consideration extended to them, but the best way they show what appreciation they may feel is in the way they perform their various duties. Hours apparently mean nothing. Most of them are continually striving "to make this the best camp in the area." Cash relief allowances do not appear to be a primary consideration. They have food and shelter - which they did not have before; they have a sense of security; their thoughts have been

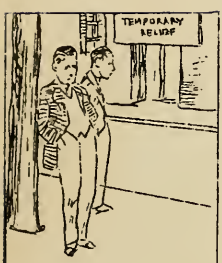


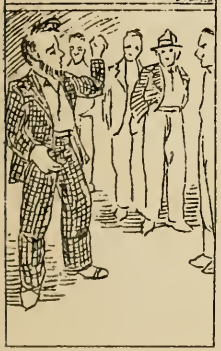

diverted from the problem of "where to go now" into much more ambitious channels.

ATTITUDE OF MEN

(a) Towards Staff.

Mainly, the attitude of the men is cheerful, friendly, and philosophical. There is also an underlying current of cooperation between the men and the staff -- probably because of the feeling that they are all in the same financial position. Coupled with this, there is a recognition of authority where authority has been vested, either in a member of the transient group or in an appointed staff member... There has been little or no evidence of insubordination growing out of the contacts between staff and men. The explanation of that is, there is no apparent domination on the part of either group.





(b) Regarding California Transient Service.

A proportionate number of men in camp in this state appear grateful for the opportunities afforded them, and the men accepting indefinite care, for the most part, have greatly improved themselves and have made an apparent satisfactory adjustment. However, there are a few who feel that they are entitled to all they get, since the funds are supplied by the government. Some object to isolated camps, which remove them from employment centers. In general, the men have adapted themselves to the routine and accept the work program cheerfully, showing a strong preference for the present set-up against the previous set-up of mediocre lodging houses, flop-houses, and shelters provided by private agencies, particularly those with religious requirements.

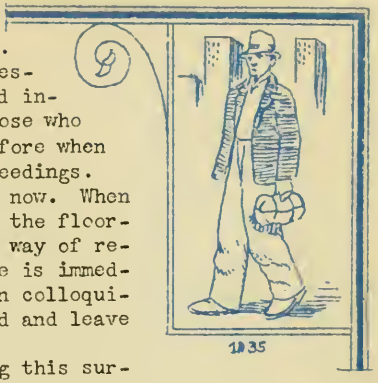
(c) Regarding Federal Program.

The general feeling is that it has been of tremendous service to the men who were really deserving of the services offered them. To the men who had been on the road for one, two, or three years, it has eliminated the humiliating and morale destroying effect of "bumming" and "panhandling." Prior to the inception of the Federal Program they were treated, not as human beings, but as carrion. Under this program, they are men; they are individuals, and they are treated as such. Their reaction is expressed in their willingness to cooperate.

RADICALISM

On a previous assignment, before the inception of the transient program, I met many communists who were spreading their doctrines among the men on the road. In nearly every large town trouble was experienced trying to appease the inordinate demands made by this element. In the box cars and the "jungles" the men were urged not to beg for food or to apply at the missions or shelters... "Go and take what you want," they said... "If they don't meet your demands, knock them down and take everything. This country owes you something. Now is the time to act."

And in many places the men were becoming imbued with this spirit—joining in demonstrations; making plans to march on various communities; to destroy; to riot; to assert themselves; to take what they considered theirs—the things, they said, that




Uncle Sam owed them. Communism was spreading fast. It was becoming a menace. The men were hungry and desperate, and lent a ready ear to any plan that would insure them food and shelter. - But I noticed that those who were so ardent in their preaching were never to the fore when trouble came and the police took a hand in the proceedings.

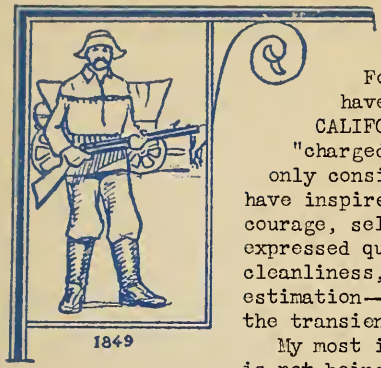
There is little talk on the subject of communism now. When some long-haired, wild-eyed individual climbs above the floor-level to tell the men what they should demand in the way of relief, and the steps they should take to get it, he is immediately met with a resounding barrage of what is known colloquially as the "Bronx Cheer." Soon they get discouraged and leave the camp.

The only real avowed communist that I met during this survey was a man in El Centro. In a conversation with him I learned that he was a graduate of a well known university in this country, and that he had majored in engineering. He admitted having been connected with the communistic party for several years. His one attempt to harangue the men in the camp met with a well-aimed shower of banana skins and frequent reiterations of, "If you like Russia so much, why didn't you stay there?" Eventually he gave up—he could not convey his "message" to the men. They were all essentially American - and while they were good natured about the matter at that stage, they might have proved dangerous to the man had he persisted.

Later, in conversation with this person, I learned much interesting detail... He had been in Russia for two years as a guest of the Soviet government... and had been won over to the group. His arguments were hackneyed phraseology—the same arguments that I have heard from every soap box, in every part of the country. But he had become fanatical—and to him, communism had become a religion. His clothing was untidy but of obvious good quality, and outside the camps he operated a car. Money apparently was plentiful, for he took a number of men to dinner in town while he talked to them on his favorite subject -- the tyrannies of the government. During one of these excursions I asked him why he remained in this country after the reception he received in Russia. His reply was that he had a mission to fulfil and a message to carry to the oppressed and unemployed people of this country. But his "mission" and "messages" met with little sympathy from the men who are well housed, well fed and comfortable.

PSYCHOLOGICAL REACTION TO PROGRAM

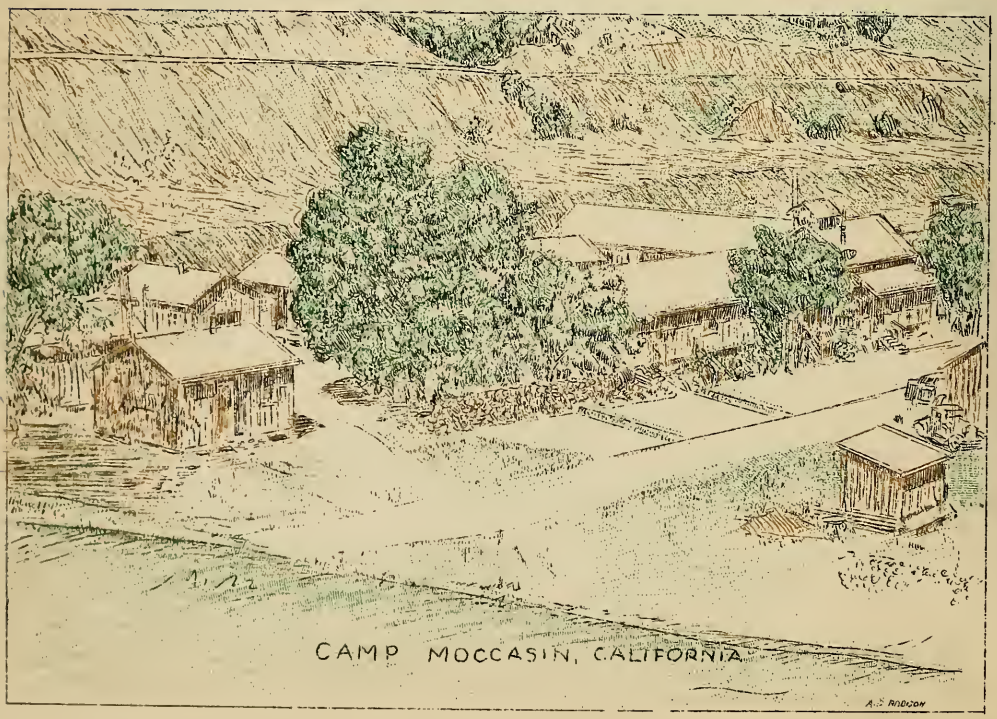
There is a variety of reaction to the program. There are the weak and the strong; the sick and the well; the trained and the untrained; the introvert and the extrovert; the mentally poised; the emotionally unstable; the men with good habits and the men who are vicious. Some are negative; some avoid the responsibilities that their sense of decency requires they should adopt; a few are "chiselers" with a natural hobo instinct of trying to get everything for nothing. Generally the reaction of the majority is that the program has been a veritable godsend. The reaction has been positive when the physical needs have been met, and the mental, moral, and emotional needs have been recognized and are being slowly catered to.




For the kinship between giver and recipient such as I have never before experienced, I take off my hat to the CALIFORNIA TRANSIENT SERVICE. In these camps and shelters "charged with giving the necessities of life" they have not only considered the practical needs of food and shelter, but have inspired in their clients those less tangible essentials, courage, self-respect, and personal consideration... And these expressed qualities of their kindly efficient staffs, of their cleanliness, of their routine and comfort, still remain—in my estimation—the basis of this new respect lately instilled in the transient.

My most important finding is that the money of the taxpayer is not being squandered on an army of shiftless, undeserving people, but is being used to care for unfortunate men who represent a great cross-section of American life... It is doing a splendid job of building up the morale and providing recreation and rehabilitative programs for those who come for aid; it is keeping the mobile youth of the country from growing up into anti-social adults; it is an important function giving its help, guidance, and friendly treatment to those who not long ago were referred to as the "forgotten generation."

———— o ————



# INTRODUCTION
# ORGANIZATION & DEVELOPMENT

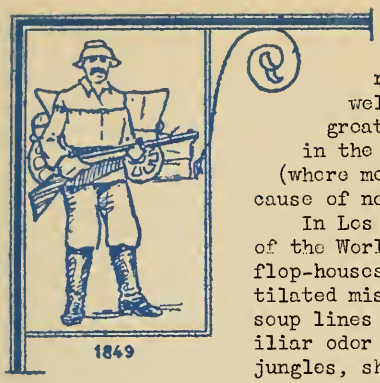
CALIFORNIA, because of its climatic and romantic lure, has long been recognized as a psychological Mecca for thousands of fortunate as well as unfortunate citizens of the United States. Present economic conditions throughout the nation have accentuated the westward movement, and to-day this state is the ultimate goal of a huge army of wanderers, many of whom seek surcease from the trials and hardships of the road.

Since the inception of the Federal Transient Service there have been registered in the various transient bureaus of the state a total of 460,975 individuals—nearly a half of a million. One-day census records, compiled on the 15th of each month, indicate that California not only leads all other states in the number of transients under care, but that its own monthly total is greater than the combined totals of at least 20 other states. In the matter of families alone, California exceeds the combined totals of 27 other states - including the District of Columbia.

With these factors in mind, it is hoped that the following exposition of the methods used in dealing with the thousands of itinerants in California may prove helpful, not only to the staffs and personnel engaged in this pioneer field in other states, but to our own large group of workers who are anxious to improve the service and discover new methods of approach.

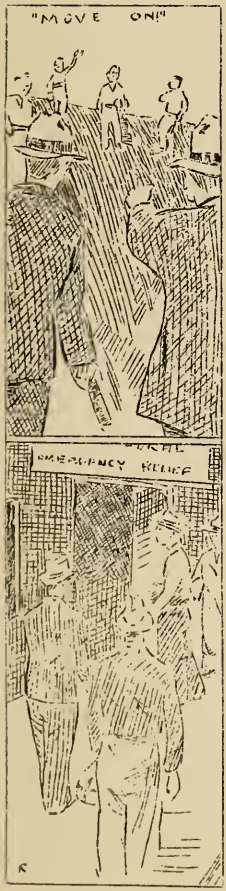
This review of our transient activities has been prepared not from the standpoint of an historical record, but rather to evaluate the various types of care and treatment, the diversified methods of approach and the resultant accomplishments or failures. The members of the staff who have contributed the material for various sections of the report are those who have been in the "thick of the fray" for 18 consecutive months and who have grappled first-hand with the many perplexing problems that have been peremptory in view of the realities and human aspects involved.

When Harry L. Hopkins, Federal Emergency Relief Administrator, officially announced on July 26, 1933, that provision had been made by the F.E.R.A. for a national transient program it was the most welcome and significant news that had been received in California in many a day. Every city and hamlet in the state was over-run with non-residents needing relief, and the number of transient applicants was constantly increasing in the face of rapidly dwindling resources required for local relief purposes. Although no one had any definite idea how many transients there were in the state at the time—estimates




ranging all the way from 100,000 to 300,000 - it was well known that every public and private agency was greatly over-taxed in trying to meet the situation; and in the larger cities, missions, flop-houses, and even jails (where men were either privileged or compelled to sleep because of no other facilities) were filled to overflowing.

In Los Angeles—often referred to as the Transient Capitol of the World—the situation was particularly acute... Rows of flop-houses; men and boys sleeping on the floors of poorly ventilated mission halls with only newspapers for bedding; vermin; soup lines and soup kitchens, easily recognized by the too-familiar odor of sour food; transient families huddled together in jungles, shanty towns, and make-shift camps along the river or in the outskirts of the city; stemming and panhandling; petty thievery; night courts jammed with bewildered boys and girls; parks crowded with idle men; religious fanatics haranguing patient listeners in the dingy missions before midnight repasts of stale bread and coffee; soap-box orators exhorting bedraggled groups of men; hunger marches; freight trains coming in to disgorge new cargoes of human freight—others pulling out laden with outcast humanity that had been ordered to "move on" — these are scenes all too well remembered in Los Angeles and, to a lesser degree, in many other cities in California prior to the coming of the Federal program. The seriousness of the situation required that no time be lost in submitting a planned program to Washington, necessary to secure the initial grant of funds.

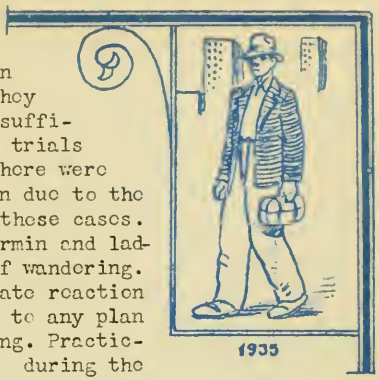



A state-wide meeting was called in San Francisco on August 17-18-19, 1933, with public welfare executives, social workers, law enforcement authorities, and other interested citizens in attendance. At this conference a general plan of procedure was adopted and it was decided to have a field report made by eight special investigators loaned for the purpose by the University of California.

These investigators, working in pairs, actually lived the life of the transient for nearly a month in gathering their material. They visited every agency in the state that dealt with and had a knowledge of the transient problem; they slept in jungles and jails, and survived on the scanty fare dished out to the hungry transients.

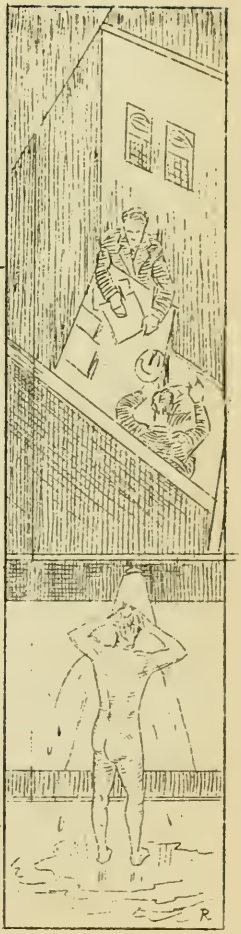
The first definite idea as to the magnitude of the problem was secured as the result of a One-day Census, taken on September 1, 1933. This Census reported 61,533 Interstate and 55,964 Intrastate transients -- a total of 117,497.

The initial grant of Federal funds for the California transient program was received the latter part of August, 1933, in the amount of $50,000 - designated for the month of September; and in order to expend this sum wisely in the relief of 61,533 potential clients, it was decided that the necessity of food, shelter and clothing was the primary requisite. Mass care in congregate shelters, which marked only a slight advance in the evolution of the traditional flop-house, was the object of the first offensive. Such facilities were quickly established in Los Angeles, San Diego, San Francisco, Oakland, Stockton, Sacramento, Fresno, and San Bernardino.




The primary consideration for men and boys when first accepted was for their physical condition. They were induced to remain in the shelter for a period sufficient to counteract, by rest and regular meals, the trials and deprivations of their period of transiency. There were innumerable cases of malnutrition or semi-starvation due to the previous sporadic and insufficient care given to these cases.

A man would apply with clothing infested with vermin and laden with the accumulated grime of weeks and months of wandering. After a hot bath and complete clean-up the immediate reaction was a change of mien and a willingness to listen to any plan which might be formulated for his ultimate well-being. Practically every known physical disorder presented itself during the first few months of operation, and the effort put forth to supply remedies and answer those persistent and seemingly never-ending calls for attention stretched the facilities of the shelters to the utmost. The original embryonic attempts to supply medical attention gradually gave way to our present system of hospital and clinic facilities.

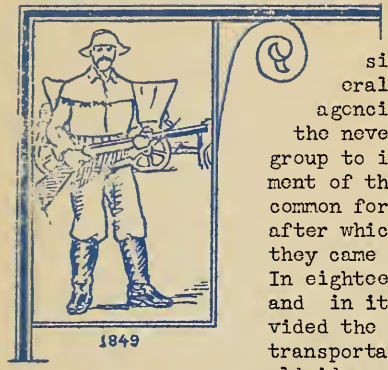


The need of an individual approach was stressed at the beginning to discover the best plan to adequately meet each individual need. At the intake, or primary interview, the first concern was to give time and patience, and not to rush the man along in a line of other impatient applicants. Privacy was necessary not only to gain a frank statement of the man's problem, and a certain minimum of information, but also to instil in each individual the attitude of cooperation. Misjudgments, jumping at conclusions and superficial handling were avoided as far as possible. A true conception of each man's problem had to be gained at the time of his first interview, especially when each intake bureau was handling hundreds of men daily. Gaining experience, our hastily trained interviewers have become personal diagnosticians in evaluating each case and setting up some practical service to help the man solve his own particular problem.

Transient Family Service Bureaus were established in the eight cities mentioned. Adequate casework service under skilled professional personnel was the objective in each of the bureaus for the care and treatment of transient families and unattached women and girls.

Thanks to an early start in the California program, we were able to secure some outstanding supervisors and social workers for our Family Bureaus. In Los Angeles, Long Beach and Sacramento, the Travelers' Aid Society staffs were taken over almost in their entirety, which provided at once a trained group to attack the problem. The fact that almost without exception the directors of the Transient Family Bureaus are at the time of this publication, the original directors of the Bureaus when first organized fifteen to eighteen months ago, speaks of the unselfish devotion which they have given to the development of the program.

Family Bureaus, as a whole, had very different types of problems to meet. Theirs was not merely the necessity of food and shelter—theirs was the question of continuing those practices already installed by state or private agencies. New concepts of methods to be used in dealing with the interviews, medical care,



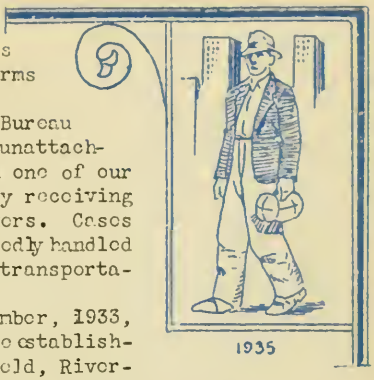

use of time, and transportation facilities for transient families - soon led to the establishment of Federal Bureaus entirely separate from previously existing agencies. For example, it was found that in many localities the never-varying goal of the agency was to return a homeless group to its former locality with no thought as to the betterment of the family's condition. To accomplish this end, it was common for an agency to supply three days' food to the family, after which the only assistance would be a ticket back where they came from—in other words, a transportation by starvation. In eighteen months this procedure has been entirely eliminated and in its place we find a transportation by persuasion, provided the professional case worker of the Bureau has decided on transportation as a solution to that particular problem. The old idea of forcible return has given way to a study of each case to determine the justifiability of transportation to the family, the state, and the Federal government.

We are interested in producing contented citizens, a moral family life, and in rectifying conditions which would not produce true Americans - especially among the coming generation. If the solution to a particular family problem consists in housing care for a short period of time, after which they will be absorbed in normal walks of life, our Bureaus help them establish themselves; if this family's difficulties consist of serious medical conditions, feeble mindedness, or the possibility of need for institutional care, our Bureaus do not fail to persuade them to return to their homes, where they will be eligible for the various types of special treatment which the Transient Service can not give.

The Transient Family Service has also remodeled other time honored forms of treatment -- such as open interviews to which many listen; the attempt to force families to beat landlords or work for rent; no medical care except in emergencies, and clothing by donation only. Our system of strictly private interviews inspires clients to confide their personal problems to our workers; the government takes care of rent as well as food while the family is under care; the salaried family doctor and medical clinic have been installed; emergency clothing is purchased at department stores—these are the most effective means of rehabilitating the family mental attitude from discouragement to active hope.

One of the most interesting phases of the Family Bureau's attempts to rehabilitate families consists of various projects for all members of the family. The men may be allocated to a project to manufacture the necessary items of equipment for the camps or shelters, while the women may join a sewing project to manufacture not only those articles needed by the family, but such items as the white clothing for chefs and medical attendants in our many units. This particular phase of the work has done much to bring courage and mental contentment to disheartened families. When asked how he liked the set-up of the Federal program, one family man replied, "You can never appreciate how much this work means to me... I know the little woman was getting tired of seeing me sitting around all day, and the kids felt her attitude too. Now when I go home after a hard day's

work -- even though there is no pay, the wife greets me with smiles, and the little shavers put their arms around my neck -- all 'cause Daddy's gone to work."

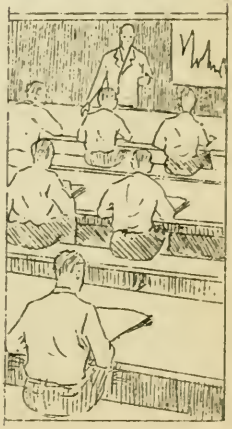



Another valuable service rendered by our Family Bureau consists of accepting the special problem cases of unattached men and boys after they have been referred from one of our men's units. As a result, single men may benefit by receiving the thorough care given by professional social workers. Cases of mental derangement, medical conditions not advisedly handled at shelters, minor boys, and all cases warranting transportation are handled in this joint manner.

During the months of October, November, and December, 1933, additional shelters and regional family bureaus were established at Redding, San José, San Luis Obispo, Bakersfield, Riverside, Pasadena, San Pedro, and El Centro. At Indio a relay station was established to relieve this small desert division on the Southern Pacific Railroad of a daily influx of transients in excess of the town's population of about 600.

As soon as this great mass of men was adequately fed and housed, a trend towards a different type of care became apparent. The restrictions and "verbotens" of the shelter, because of its environment, were not conducive to rehabilitative programs. It was obvious that the program must include the best possible opportunity for restoring health - an adequate amount of work and recreation - and the possibility of some type of educational opportunity. The logical step was the establishment of the camp program—especially considering the natural advantages offered in California with its millions of acres of national and state forests, permitting year-around camps with an abundance of healthful and useful conservation work to be done.

Shelters, intended for congregate care, became registration, treatment, and referral centers. Men, after having been escorted through the preliminaries of clerical and physical care, were sent out to a widespread network of camps - with a view to a greater degree of permanence and an infinitely better opportunity for general health and rehabilitation. At the camps, the men felt a greater freedom than in city shelters, since there were splendid facilities for sports, general recreation and personal interest. The regularity and diversity of work programs create an interest that helps in many ways to nullify the sense of inferiority developed by the period of wandering.



Educational opportunities sponsored by instructors assigned by the Emergency Educational Program, have accomplished much in awakening and reviving the dulled interests and ambitions of thousands of men, in creating new diversions and in presenting preparatory education on subjects in which the men are interested.

By January 1, 1934, there were in operation 25 central intake bureaus, 35 Federal or contract shelters, 19 camps and 15 transient family bureaus.

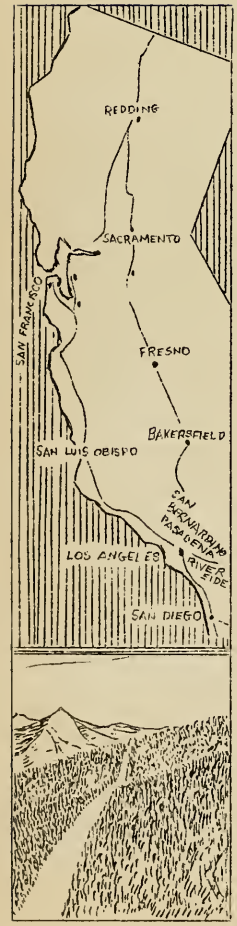
Encouraging progress had also been made in the establishment of several local work projects, where transient family men and men housed in shelters were already turning out a considerable amount of equipment needed in shelters, camps and family bureaus.

The census taken on February 15, 1934, revealed the following number under care on that day:

ONE-DAY CENSUS, FEBRUARY 15, 1934

| | INTERSTATE | | | INTRASTATE | | |
|---|---|---|---|---|---|---|
| | Family-Bureaus | | Men's Units | Family-Bureaus | Men's Units | |
| | No. of Families | Total Indivs* | Total Indivs. | No. of Families | Total Indivs* | TOTAL INDIVS. |
| San Diego... | 171 | 590 | 616 | | | 616 |
| El Centro... | 215 | 828 | 143 | 1 | 2 | 197 |
| San Bernardino | 133 | 524 | 1063 | | | 45 |
| Riverside... | | | 66 | | | |
| Indio..... | 1 | 1 | 51 | | | 5 |
| Los Angeles. | 1147 | 4005 | 1624 | | | 78 |
| Pasadena.... | 136 | 488 | | | | |
| SanLuis Obispo | 15 | 63 | 144 | 2 | 8 | |
| Bakersfield. | 134 | 570 | 231 | | | 39 |
| Fresno..... | 40 | 218 | 202 | | | 10 |
| San José.... | 35 | 157 | 360 | | | |
| Stockton.... | 31 | 121 | 1467 | 1 | 3 | |
| Hetch-Hetchy | | | 198 | | | |
| Oakland..... | 10 | 32 | 938 | | | |
| San Francisco | 136 | 433 | 541 | 13 | 45 | |
| Sacramento.. | 5 | 19 | 1230 | | | |
| Redding..... | 36 | 156 | 145 | | | |
| TOTALS..... | 2245 | 8205 | 9019 | 17 | 58 | 442 |
| | | | | 2245 | 8205 | 9019 |
| Total INTERSTATE and INTRASTATE ..... | | | | 2262 | 8263 | 9461 |

(* Includes Unattached Individuals)

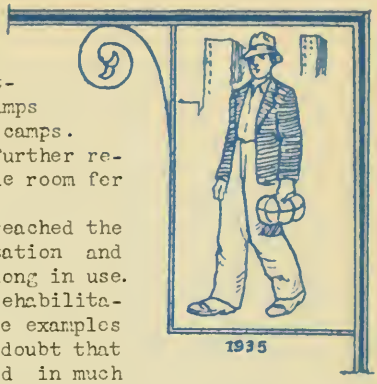



During the first four months of operation the California program for men and boys achieved a wholesome standard of physical care, established the value of useful work projects—instituted an educational program that ranged from poor to good in various camps and centers, and made rudimentary beginnings in the development of a case work program for problem cases of men and boys.

During that period there was also demonstrated the superiority of the camps offering opportunities of group work service over the mass care afforded in city shelters. Many special types of camps have been added to the program at intervals. Among the first were special boys' camps; later came two farms, a sawmill, camps for unemployable men, the Rainbow City project, and others which will be discussed later in this review.

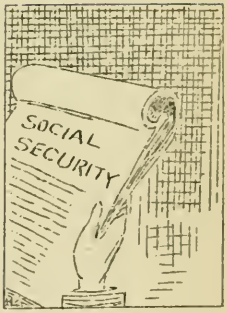
Miles of fire trails and breaks have been cut; bridges, roads and highways have been made and repaired, and irrigation ditches have been cleared. Many other types of projects will leave their mark on the state to show the value of these transient camps.

While the camp projects were increasing - this past year has witnessed a rapid decline inthe necessity of housing men in the



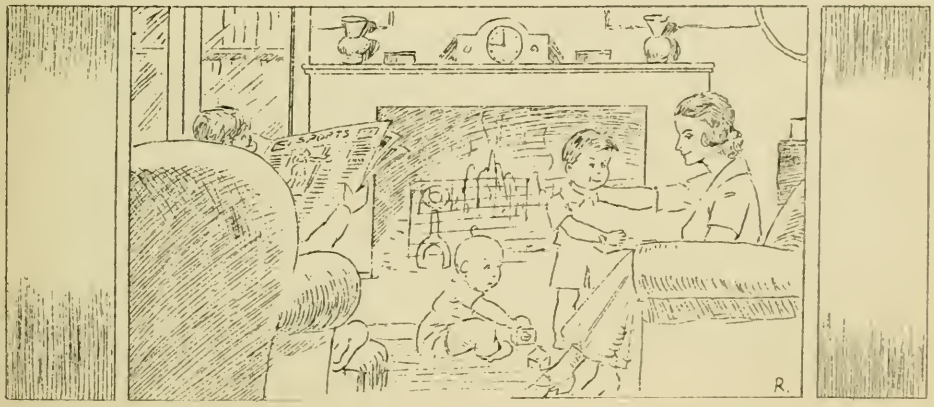

city shelters. By March 1, 1935, only ten city shelters remained in operation, whereas the number of camps had increased to 57 for transients... and 20 state camps. Plans are now completed for 20 additional camps to further reduce the case load in city shelters, and to provide room for new registrants.

In conclusion, we like to believe that we have reached the time when our plans are shaped more toward rehabilitation and less along the lines of the old handout methods so long in use. How much has actually been accomplished by way of rehabilitation is difficult to estimate. -- Here and there are examples which are pointed to with pride, and there is little doubt that most of our efforts in this direction have resulted in much more than keeping people alive who otherwise would have been dead; in reuniting families that in some instances would have been permanently broken; in saving the bodies of children from the ravages of malnutrition and infectious diseases; in keeping the men in healthful surroundings and work habits; in turning the minds of adventurous youths into safer and more productive channels, and in maintaining hope and morale rather than chaotic despair.




I suspect our transient staff is still too close to the more pressing needs of relief and the resultant backwash of our economic disaster, to think very clearly in terms of reconstruction and rehabilitation. Public opinion likewise serves as a check on rehabilitative methods that tend to disturb old and fundamental economic concepts.

Until such time however, as we shall have a better planned national economy, with national unemployment and health insurance, old age pensions and other needed security measures that will help forestall the blight of poverty, there will be transients who need the fostering care of the government to which they belong and for which many of them have given the best part of their lives.



# EMERGENCY RELIEF

# CHAPTER I
# EMERGENCY RELIEF

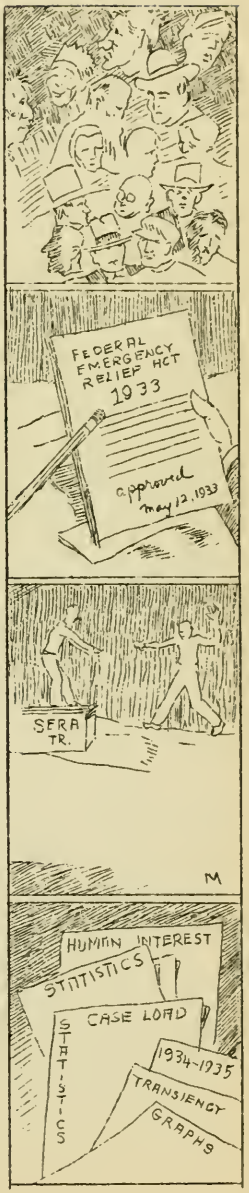
WHEN presented with the bewildered segment of humanity so graphically portrayed in our preface—discouraged drifters, dissipated. tired, many of them disease ridden—the California Transient Division had, first, to undergo a period of evolution in quest of better types of treatment for such a multitude. Our attempts and counter-attempts to perfect various methods of care have been guided largely by study of the men, both as individuals and in groups, with the conscious and unintentional assistance of the men themselves. Our efforts toward rehabilitating these men are naturally limited by national legislation—and enthusiasm over new discoveries in the social treatment field is always tempered by the commitment of relief funds.

The Federal Emergency Relief Act of 1933 was approved May 12th of that year, and the rules regarding relief for transients were largely defined by "Rules and Regulations" Number 8 of the Federal Emergency Relief Administration issued in July of 1933. The "Memorandum on Relief to Transients and Homeless" issued by the Federal Administration on July 26, 1933, outlined the procedure by which funds might be made available to the individual states, and offered suggestions as to the organization of the various state administrations and methods of applying these funds for the care of transient homeless.

Less than two years have elapsed since the creation of the Federal Transient Service - but more than 400,000 individuals have been registered at the various treatment and concentration centers in California. Formulated, primarily, as an "emergency" measure—as the name implies—this program has grown into an all-important human factor for the rebuilding of men, women and children; stimulating them to furnish their own motivation towards rehabilitation into active social life; aiding them in their efforts to regain their mental, physical, and moral equilibrium.

Although the human element is the one great interest of all those concerned in this work, the magnitude of the tasks involved requires an intricate administrative organization. In any undertaking requiring the clerical and statistical detail incident to such a large administrative set-up there is always the danger of submerging the real purpose of the work beneath a mass of theories and figures. Administration and statistics occupy the same place in the State Transient Service that they occupy in this review. An understanding of the routine is necessary to the proper development of the program, but it is our boast that every worker in the Service is thoroughly familiar with the necessary routine, and deeply interested in the welfare of those with whom we have to deal.

With the intention of devoting the latter and major portion of this review to the social aspect of relief and rehabilitation in the field, we shall in this first chapter, sketch



rapidly the general character of the transient problem; how California has created an organization to care for this problem; the various methods of physical care, and the cost of maintaining the Federal Transient Bureau.

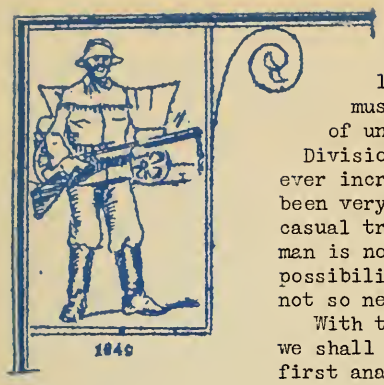
# THE PROBLEM IN PERSONALITIES

WHY college bred men, frightened runaway lads, and ragged "bindle-stiffs" throwing down the proverbial "keester" with the remark, "Gimme a flop;" hard-boiled panhandlers frankly asking, "What I gotta say to get a handout?"-- vitriolic, fawning, erotic human types -- our early interviewers had them all. Those workers who came later can only estimate the unbelievable change of mien that occurred in the early kaleidoscopic days of the service. Our workers were not the only ones who experienced the half-proud, half-sarcastic quip so often voiced, "Gee, last week I was a stiff; now I'm a transient!" One slightly inebriated individual, threatened with arrest, placed his hand on the officer's shoulder with a nonchalant, "You can't arrest me, I'm a Federal man!"

During that first hectic February, a ragged youth appeared at the preliminary registration booth with a white rat perched contentedly on his shoulder and the question on his lips, "Can Jimmy check in here too?" This was a stiff test of the registration staff's inventive ability, but a wicker waste basket inverted in a corner served as Jimmy's home for the night. The next morning this basket was enlivened by a notice, "I've had my bed -- how about my breakfast ticket?" —Jimmy's breakfast was on the Transient Service.

The early suspicion that shelter bunks might be cleaner than box cars came hard to the knights of the road. The crew at the San Francisco shelter still remember the hilarious incident of the dog. After being smuggled into the shelter by a late arrival, this ambitious canine conceived the brilliant idea of gamboling from bed to bed, down one row of cots and up another with joyful abandon... Later, a much bedraggled individual wearing worn BVD's and suspenderless jeans that would have served much better as material for a puptent, wended his weary way to the building foreman and complained with typically appropriate gestures, "I t'ought yous guys didn't have no varmints! Why, a rat DAT big just jumped all over me!"

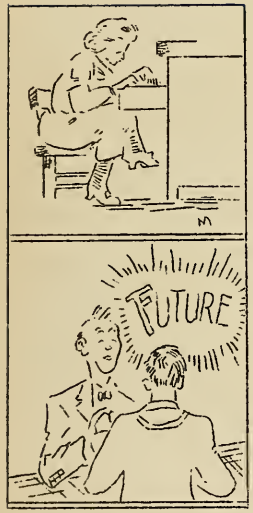
This early attitude of mild distrust and uneasy cooperation, together with an ever present desire on the part of the transient to hide his real past, resulted in early registration records of slight value and doubtful accuracy. Through the law of average persistency, however, the information given, when applied to a large group of men, did help a great deal in the understanding of cases and their proper care. Several analytical studies have been made of these records, among which the first and most detailed was a compilation of the case statistics of 10,000 men and 300 women —the cases under consideration being taken from a regular card file in the State Central Index office - a solid block of cards from the early part of the alphabet being consider-




ed. All of these cases were opened prior to July 1, 1934. When considering these surveys, one salient fact must be kept always in mind -- particularly in the case of unattached men. Since the primary aim of the Transient Division is to extend aid to the destitute, coupled with an ever increasing effort toward their rehabilitation, there have been very few attempts to verify any information given by the casual transient. The worker who is interviewing the single man is not so much interested in his past life as in future possibilities, and a history of the client's private life is not so necessary here as in a Family Service Bureau.

With the above explanation of possible minor inaccuracies, we shall now consider the salient facts as disclosed by this first analysis of case records.

## A STUDY OF 10,300 CASES

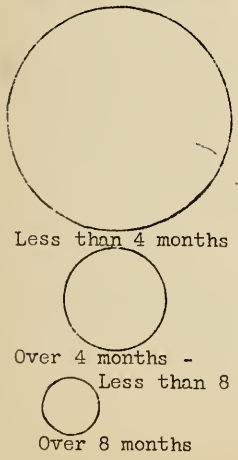



1- TIME IN STATE:

Length of time in the state is first considered -- as this factor determines the applicant's status as resident or non-resident. Our figures disclose that the average residence in the state for men registered was 2 months, 28 days; for women 3 months, 28 days. While accurate as a whole, these figures doubtless contain a percentage of errors, as some registrants assuredly "played safe" and admitted brief residence only to make shelter care a certainty.

The following breakdown shows the percents that arrived in the state for each month of the year prior to registration. - "One month" denotes that the person arrived in the state during the past month; "two months" denotes that he or she arrived in the second month back, etc.

| Arrival | Per cent | Arrival | Per cent |
|---|---|---|---|
| 1 Mo. | 37.3 | 7 Mos. | 5.0 |
| 2 Mos. | 12.7 | 8 Mos. | 3.6 |
| 3 Mos. | 11.4 | 9 Mos. | 2.3 |
| 4 Mos. | 10.0 | 10 Mos. | 1.8 |
| 5 Mos. | 7.2 | 11 Mos. | 2.0 |
| 6 Mos. | 5.4 | 12 Mos. | 1.3 |

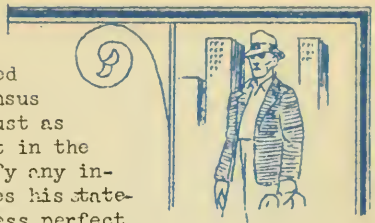



The statistics would lead to the supposition that most of our registrants are truly transient, acknowledging only recent arrival at the point of registration - or that, with a longer residence, they are able to support themselves.

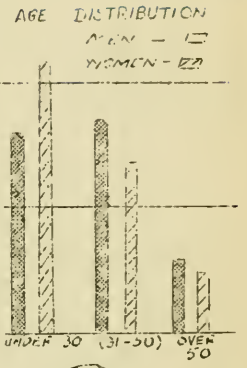
Women show a longer average of residence than men, with the ratio increasing as length of residence reaches the 9th month and beyond. While this undoubtedly means that women tend more to establish a residence in preference to traveling over the country, it also is doubtless due to the fact that whereas a man may start out "on the road" with no money and no work in view, the woman normally arrives in the state with sufficient funds to tide her over a period of unemployment.

2- AGE, RACE, and MARITAL STATUS:

As regards the marital status of applicants for transient-

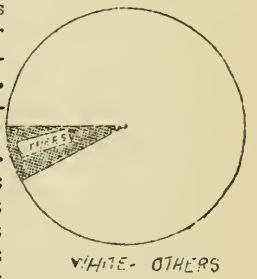


relief, we are apt to compare the percentages arrived at by our statistical department with the Federal census figures -- and to throw our statistics away in disgust as absolutely worthless. It should be remembered that in the normal course of events, we make no attempt to verify any information given by the applicant, and for our purposes his statement is considered correct. While there is doubtless perfect truth in the repeated assertion that applicants for relief may fail to give a true statement as to marital status -- whether from embarrassment or from a desire to preclude explanations -- is unimportant, we should also clearly realize that the percentage of single men "on the bum" must naturally be much larger than the percentage of single men in the country as a whole. It is only natural that the man with a wife, or wife and children, should make every effort to remain with his family, and should hesitate long before he leaves the borders of his home-state alone. It is just as true that the unattached man has no such ties to hold him to his home state. We ask that the reader keep these facts in mind and append the following table with the request that it be considered only as an attempt to arrive at some definite figures regarding the marital status of transients.

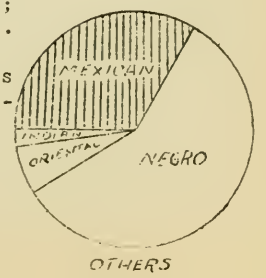



| Status | Cases considered | Status Per cent | Number if Distributed according to Census % | |
|---|---|---|---|---|
| Single..... | 8033 | 80.3 | 34.1 | 3410 |
| Married..... | 1029 | 10.3 | 60.0 | 6000 |
| Separated or Divorced | 537 | 5.3 | 1.1 | 110 |
| Widowed..... | 394 | 4.0 | 4.6 | 460 |
| Other..... | 7 | .1 | .2 | 20 |

Assuming that the distribution of our 10,000 male transients should follow the distribution trend of the census figures for 44,000,000 men - then it would appear that 4,600 of the registrants declaring themselves single have actually been married. In the light of the reasoning above, this should seem an illogical assumption.

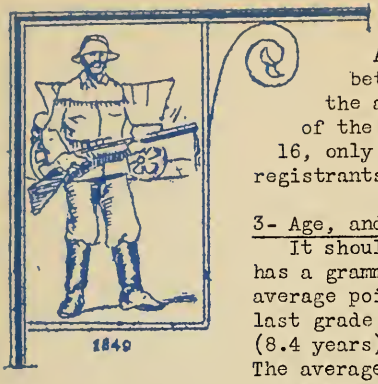



The average age given by registrants was 36 years 7 months.
The average age of single men was . . . . .35 years 5 months;
of married men . . . . . .38 years 3 months;
of single women . . . . . .24 years 10 months;
of married women . . . . . .34 years 2 months;
of widowers . . . . . .51 years 8 months;
of widows . . . . . .45 years 9 months;
of male divorcees . . . . . .42 years 6 months;
of female divorcees . . . . . .37 years 6 months.




The following table, which is based on so small a number, is an attempt to determine the average age of registrants of various races:

| | |
|---|---|
| White | 36 years 10 months |
| Indian | 37 years 11 months |
| Mexican | 34 years 1 month |
| Negro | 33 years 8 months |
| Oriental | 36 years 6 months |

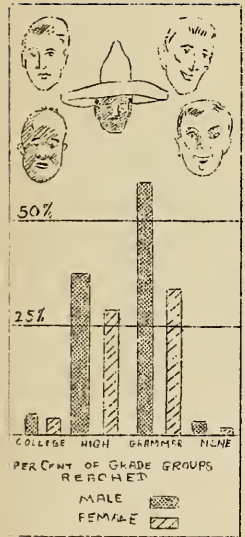



Among the white men, the highest per cent (18%) was between the ages of 21 and 35, the ratio decreasing as the age advanced. Men over 70 constituted only 1 per cent of the total; those from 16 to 20, 8.5% -- and those under 16, only 1/10th of 1 per cent. Among the women, 25% of the registrants came within the age limits of 21 to 25.

3- Age, and Grade of Leaving School

It should be safe to state that the average male transient has a grammar school education - for our figures show that the average point reached in school was just half-way between the last grade of grammar school and the first year of high school (8.4 years). His average age upon leaving school was 16 years. The average female transient shows a slightly better education but even she did not quite reach the freshman year in the high school. Her average age at the time of leaving school was only 15 years 8 months.

Of the male transients, nearly 4% had a college education, and over 30% of those who actually entered college completed a four-year course. Approximately 2.5% admitted "no schooling."




4- School Grade Reached and Present Age

In line with this part of the survey, which indicates the literacy of registrants by age groups, it is interesting to note than illiteracy prevails among the male transients to only one half the extent shown by the national census. This is accepted by workers as proof of their contention that our registrants are largely men who were forced to the road by pride or ambition, and that they are as a rule a higher type of men than those who supinely accept the apparently inevitable.

We find that it is the older men who stopped after finishing grammar school, and that the younger generation has extended its education beyond the eighth grade. The greater number of illiterates are 51 years of age and older; only 4% of the "no schooling" group is 21.

5- Regular Trades

Over one-fifth of the male transients interviewed described themselves as "common laborers" or the equivalent. About 3% were professional men; above 5% were domestic servants of some sort; 4% were clerical workers -- and the remainder - probably 68% - had some definite sort of mechanical experience.

About 55% of the female registrants were domestic servants; about 8% waitresses. A fairly large number were saleswomen - nurses, and clerks, and the bulk of the remainder declared themselves "house wives."

Tho above figures are chiefly interesting in comparison with the census figures on occupation and unemployment.

6- Place of Birth

Of the total number of transients applying for relief in California, it will be found that 3.2% of the males, and 1.6% of the females are natives of the state who have lost their legal residence here.

The largest percentage of both sexes came from the Eastern,

East Central, and East Northern states. The New England states contributed the smallest number. The majority of the females come from Texas, with a large proportion from Utah.

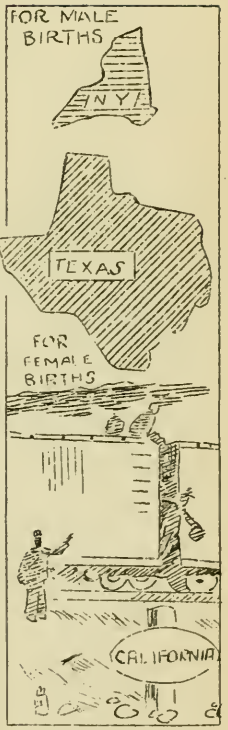
No separate tabulation was kept of the birth-place of negroes, although the majority were born in the West South Central states, with a very minor proportion coming from Eastern states.

Nearly 10% of our registrants are foreign-born. The English speaking countries contribute most of these -- those of Irish-birth heading the list.

7- Method of Travel

A great majority of the transients under consideration came into the state by freight train -- as there was no interference with that mode of travel at the time. The lines restricting the freight train travel have since been tightly drawn but this mode of entrance still prevails to some extent. "Hitch-hiking" is resorted to mainly by the younger men and boys, and their opinion of this way of travel is expressed by the common statement "When I get a front and a few dollars, I'm gonna hit the highway."

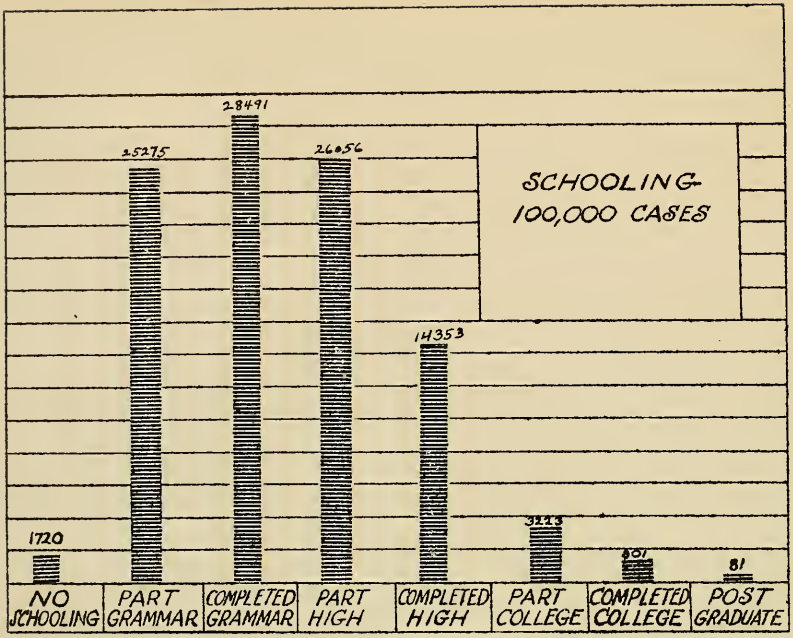
The majority of the females came in by automobile, assertedly their own or their friends'—but a large number did not answer the question, and were not pressed for the information. It is interesting to note that two females admitted having traveled "by freight."

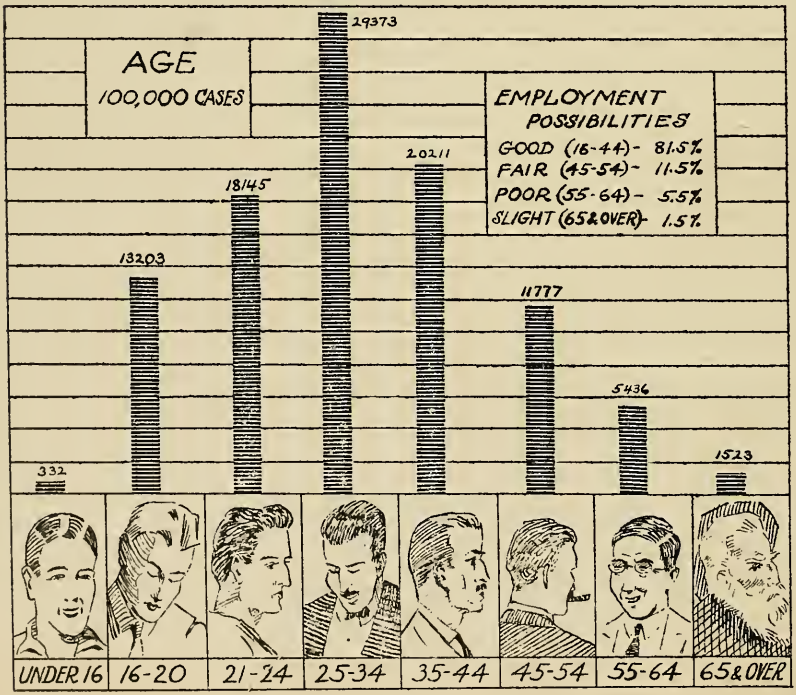


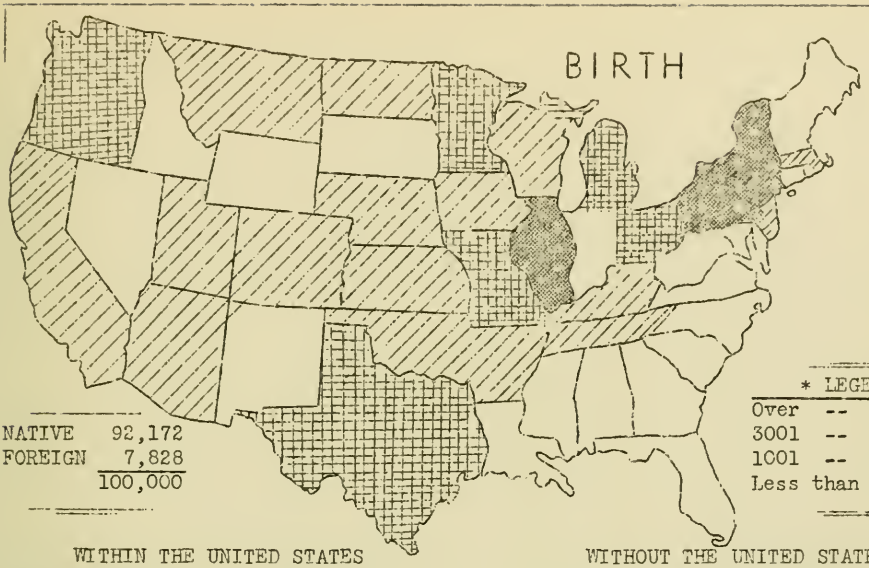

## A STUDY OF 100,000 CASES

On the following pages, self-explanatory charts and graphs represent our compilation of the information given in 100,000 registrations, taken from the intake centers at Oakland, Redding, Sacramento, San Jose, San Francisco, Santa Rosa, and Stockton. The reader must bear in mind two essential factors in studying these charts. First, the information on none, or at most, very few, of these registration cards has been verified; second,--there is a small percentage of duplicity in all the registration centers, due to the fact that some men confuse their various aliases in re-registering -- thus forcing a new registration card to be made with positively the same information, except for the name.

This study is more indicative of the type of transient cared for in the Northern Division than it is for the State. Various localities have various types of men -- partly because of local employment conditions, and partly because of the proximity of such borders as Mexico.


SCHOOLING
100,000 CASES
1720
25275
28491
26056
14353
3213
801
81
NO SCHOOLING
PART GRAMMAR
COMPLETED GRAMMAR
PART HIGH
COMPLETED HIGH
PART COLLEGE
COMPLETED COLLEGE
POST GRADUATE


AGE
100,000 CASES
EMPLOYMENT POSSIBILITIES
GOOD (16-44)- 81.5%
FAIR (45-54)- 11.5%
POOR (55-64)- 5.5%
SLIGHT (65&OVER)- 1.5%
332
13203
18145
29373
20211
11777
5436
1523
UNDER 16
16-20
21-24
25-34
35-44
45-54
55-64
65&OVER




NATIVE 92,172
FOREIGN 7,828
100,000

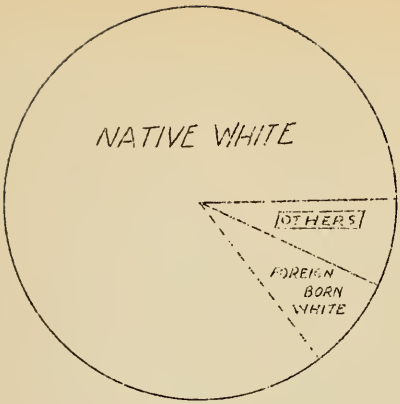
WITHIN THE UNITED STATES

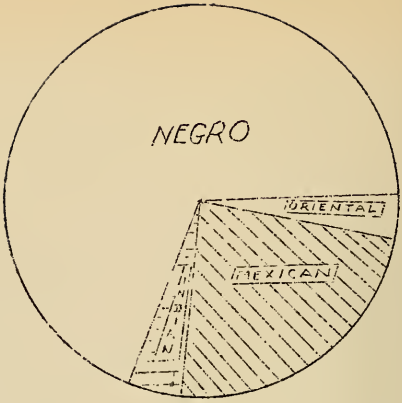
| | | | | | |
|---|---|---|---|---|---|
| NEW ENGLAND | | E.NORTH CENTRAL | | | |
| Maine | 549 | Ohio | 4527 | | |
| N. H. | 289 | Ind. | 2142 | | |
| Vermont | 177 | Ill. | 6525 | | |
| Mass. | 2576 | Mich. | 3554 | | |
| R. I. | 347 | Wisc. | 2424 | | |
| Conn. | 750 | W.NORTH CENTRAL | | | |
| MIDDLE ATLANTIC | | Minn. | 3270 | | |
| N. Y. | 6491 | Iowa | 2689 | | |
| N. J. | 1579 | Mo. | 4679 | | |
| Penna. | 5885 | N. Dak. | 1136 | | |
| SOUTH ATLANTIC | | S. Dak. | 778 | | |
| Dela. | 115 | Nebr. | 1871 | | |
| Maryland | 761 | Kansas | 2277 | | |
| D. of Col. | 344 | MOUNTAIN STATES | | | |
| Va. | 916 | Mont. | 1706 | | |
| West Va. | 791 | Idaho | 993 | | |
| N. Car. | 908 | Wyo. | 501 | | |
| S. Car. | 386 | Colo. | 2229 | | |
| Georgia | 776 | N. Mex. | 778 | | |
| Florida | 429 | Arizona | 1270 | | |
| E.SOUTH CENTRAL | | Utah | 1312 | | |
| Kentucky | 1551 | Nevada | 872 | | |
| Tenn. | 1329 | PACIFIC STATES | | | |
| Ala. | 838 | Wash. | 4985 | | |
| Miss. | 581 | Oregon | 3782 | | |
| W.SOUTH CENTRAL | | Calif. | 1758 | | |
| Ark. | 1115 | | | | |
| La. | 895 | | | | |
| Okla. | 2595 | | | | |
| Texas | 3141 | TOTAL - | 92,172 | | |

WITHOUT THE UNITED STATES

| | | | |
|---|---|---|---|
| Africa | 2 | Hawaii | 165 |
| Alaska | 151 | Hungary | 70 |
| Albania | 1 | India | 7 |
| Algeria | 4 | Italy | 495 |
| Arabia | 3 | Japan | 7 |
| Argentina | 14 | Jugo Slavia | 66 |
| Armenia | 7 | Latvia | 8 |
| Asia | 2 | Lithuania | 20 |
| (At Sea) | 4 | Luxemburg | 1 |
| Australia | 145 | México | 476 |
| Austria | 286 | Morocco | 3 |
| Belgium | 21 | New Zealand | 1 |
| Brazil | 13 | Nicaragua | 10 |
| BritishIsles | 1546 | Palestine | 1 |
| " West Indies | 5 | Panama | 5 |
| Bulgaria | 23 | Persia | 1 |
| Canada | 508 | Perú | 10 |
| Chile | 17 | Philippines | 225 |
| China | 10 | Poland | 174 |
| Costa Rica | 13 | Portugal | 37 |
| Cuba | 18 | Puerto Rico | 117 |
| CzechoSlovakia | 78 | Rumania | 41 |
| Denmark | 269 | Russia | 195 |
| Ecuador | 1 | Serbia | 4 |
| Esthonia | 10 | Spain | 89 |
| Finland | 235 | Sweden | 486 |
| France | 60 | Switzerland | 127 |
| Germany | 774 | Syria | 26 |
| Greece | 227 | Turkey | 17 |
| Guatemala | 12 | Uruguay | 1 |
| Holland | 72 | Venezuela | 1 |

TOTAL - - - - - - - - - - - - 7,828




WHITE - OTHERS

| RACE | OTHERS |
|---|---|
| White (Native Born) | 86,544 |
| White (Foreign Born) | 6,641 |
| Indian | 326 |
| Mexican | 1,652 |
| Negro | 4,615 |
| Oriental | 222 |

MIGRATION FROM WITHIN THE UNITED STATES

| | | | | | |
|---|---|---|---|---|---|
| NEW ENGLAND | | E.NORTH CENTRAL | | | |
| Maine | 398 | Ohio | 4336 | | |
| N. H. | 287 | Ind. | 1865 | | |
| Vt. | 219 | Ill. | 7245 | | |
| Mass. | 1829 | Mich. | 3600 | | |
| R. I. | 292 | Wisc. | 2052 | | |
| Conn. | 561 | W.NORTH CENTRAL | | | |
| MIDDLE ATLANTIC | | Minn. | 2930 | | |
| N. J. | 1559 | Iowa | 1864 | | |
| Penna. | 4358 | Mo. | 3593 | | |
| N. Y. | 6982 | N. Dak. | 1128 | | |
| SOUTH ATLANTIC | | S. Dak. | 736 | | |
| Dela. | 250 | Nebr. | 1715 | | |
| Md. | 765 | Kans. | 1804 | | |
| D. of Col. | 426 | MOUNTAIN STATES | | | |
| Va. | 664 | Mont. | 2362 | | |
| W. Va. | 684 | Idaho | 1574 | | |
| N. Car. | 550 | Wyo. | 895 | | |
| S. Car. | 347 | Colo. | 3149 | | |
| Ga. | 550 | N. Mex. | 922 | | |
| Fla. | 553 | Ariz. | 2711 | | |
| E.SOUTH CENTRAL | | Utah | 1951 | | |
| Ky. | 1023 | Nev. | 2967 | | |
| Tenn. | 929 | PACIFIC STATES | | | |
| Ala. | 740 | Wash. | 9724 | | |
| Miss. | 460 | Ore. | 7093 | | |
| W.SOUTH CENTRAL | | Calif. | 646 | | |
| Ark. | 737 | | | | |
| La. | 837 | | | | |
| Okla. | 2465 | | | | |
| Texas | 3909 | TOTAL | 99,236 | | |

MIGRATION FROM WITHOUT THE UNITED STATES

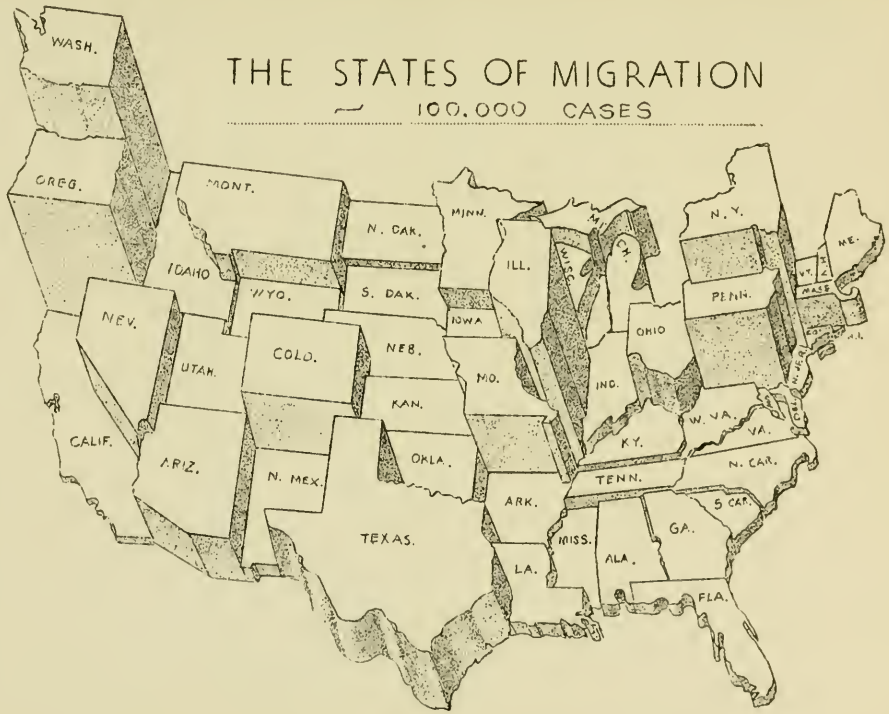
| | | | |
|---|---|---|---|
| Australia | 13 | Italy | 8 |
| Austria | 7 | Jugo Slavia | 3 |
| West Indies | 1 | Lithuania | 2 |
| Bulgaria | 1 | Mexico | 59 |
| Canada | 77 | Morocco | 1 |
| Chile | 1 | Norway | 9 |
| China | 15 | Panama | 13 |
| Costa Rica | 7 | Poland | 4 |
| Cuba | 8 | Portugal | 1 |
| Denmark | 2 | Russia | 4 |
| England | 13 | Rumania | 1 |
| Finland | 4 | Scotland | 2 |
| France | 1 | Spain | 3 |
| Germany | 13 | Sweden | 15 |
| Greece | 3 | Syria | 2 |
| Holland | 2 | | |
| Hungary | 3 | | |
| Ireland | 10 | TOTAL - - | 308 |

MIGRATION FROM INSULAR POSSESSIONS

| | | |
|---|---|---|
| Alaska | 139 | |
| Canal Zone | 3 | |
| Guam | 2 | |
| Hawaii | 215 | |
| Philippines | 72 | |
| Puerto Rico | 25 | |
| | | 456 |
| TOTAL - - - - - - - - - - | | 764 |

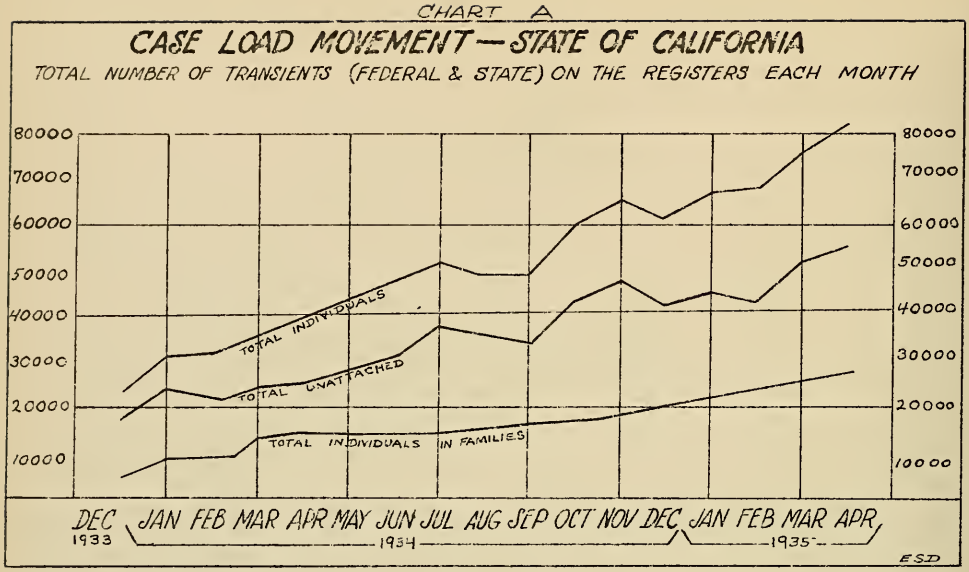
# THE STATES OF MIGRATION

~ 100,000 CASES




| | |
|---|---|
| WASH. | 9724 |
| ILL. | 7245 |
| ORE. | 7093 |
| N.Y. | 6982 |
| PENN. | 4358 |
| OHIO | 4336 |
| TEXAS | 3909 |
| MICH | 3600 |
| MO. | 3593 |

CHART A




On these two pages are shown three self-explanatory charts illustrating certain salient features of the movement of the case load in California and its relation to the transient problem in other states.

The general trend of the transient case load in California is indicated by Chart A, which shows the case load by individuals registered. This chart clearly indicates the smoother, steadier increase in the family case load as compared with the unattached, although the latter shows a greater actual increase over an extended period of time. As will be noticed, the trend is steadily upward, and with no decrease of other than a temporary nature.

A cumulative total of all new and recurrent cases since December, 1933, reveals that California will have cared for more than a half-million transients by the end of May, 1935.

Chart B is based on the "One-day Census" of transients that has been taken on the 15th day of each month since February, 1934, and depicts the per cent of increase or decrease in California as compared with the rest of the country. Especial notice should be taken of California's increase in the Fall of 1934. No proportionate increase is shown for the country as a whole.

Chart C is an analysis of the significant relation in the case load borne by California to that carried by the entire United States. California, with an area of 5% of the country, and a population of less than 4% of the whole, has been carrying from 9% to 13% of the total transient case load of the United States, and the percentage is apparently increasing. This chart also clearly shows the increasing influx of transient families into California.

The One-day Census report of April 15, 1935, issued from Washington, D. C., reveals that California's total of individuals in transient family groups was actually greater than the combined numbers of that class under care in a total of twenty-eight other states, or more than half of the states of the Union. A similar phenomenon prevails to almost the same extent with regard to unattached individuals.

CHART B

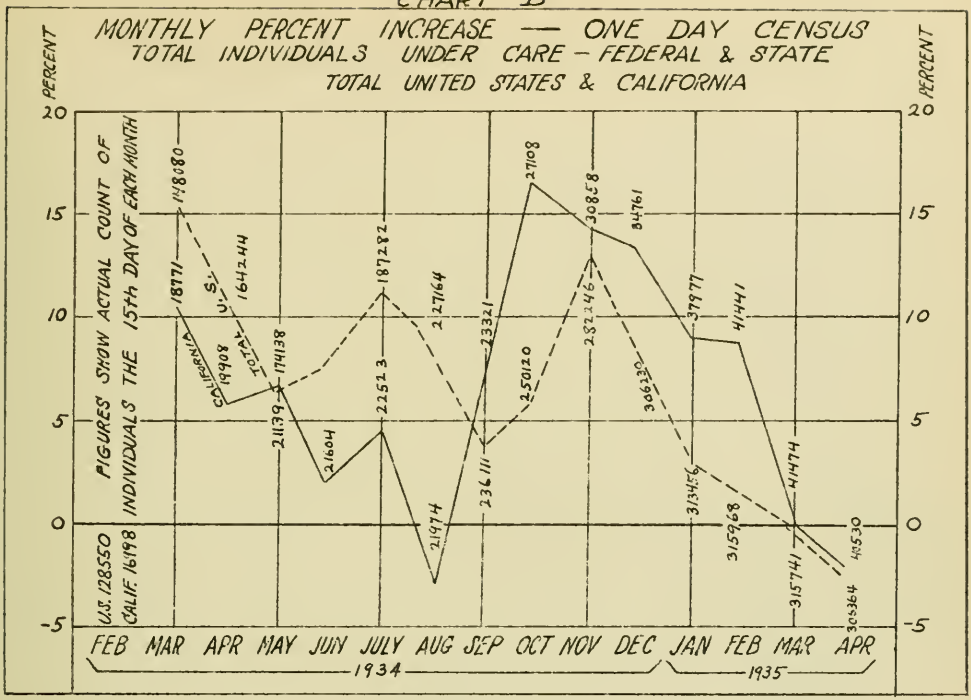
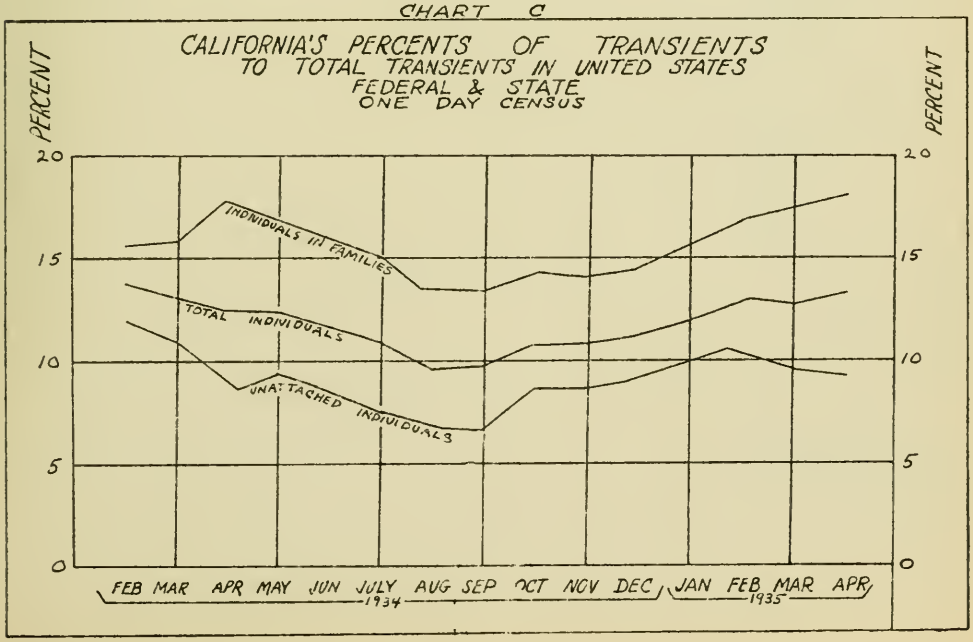



CHART C



# THE STATE ADMINISTRATION

THE ADMINISTRATION of the Transient Program in California is controlled by the State Director of Transient Service, who is also the Assistant Administrator in Charge of Special Programs of the State Emergency Relief Administration.

In conformity with modification of policy of the Federal Emergency Relief Administration, the State Director of Transient Service is responsible to the State Relief Administrator, assuring a complete integration of the Transient Service with other divisions of the Relief Administration although earmarked grants are received for the Transient Service.

To facilitate the administration of the Transient Program as it applies to the unattached men and boys, two Assistant Directors supervise the operation of the city shelters, camps and projects located throughout the state, which for geographical reasons is divided into a northern and a southern division.

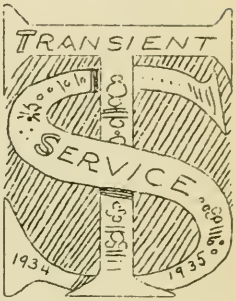
The Family Service Bureaus, caring for the transient families and the unattached women and girls, are similarly divided into northern and southern division bureaus under the supervision, in each division, of a Social Service Consultant. Through carefully selected advisory committees, the Family Bureaus have availed themselves of an additional source of support and community interest in dealing with difficult transient problems.

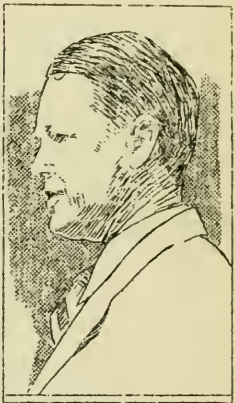
The organization of the various intake centers for the several units is essentially the same, with a Director in charge of the Bureau or local area, with an adequate staff to handle registrations and case work, and a clerical staff to compile the required statistical and accounting records.

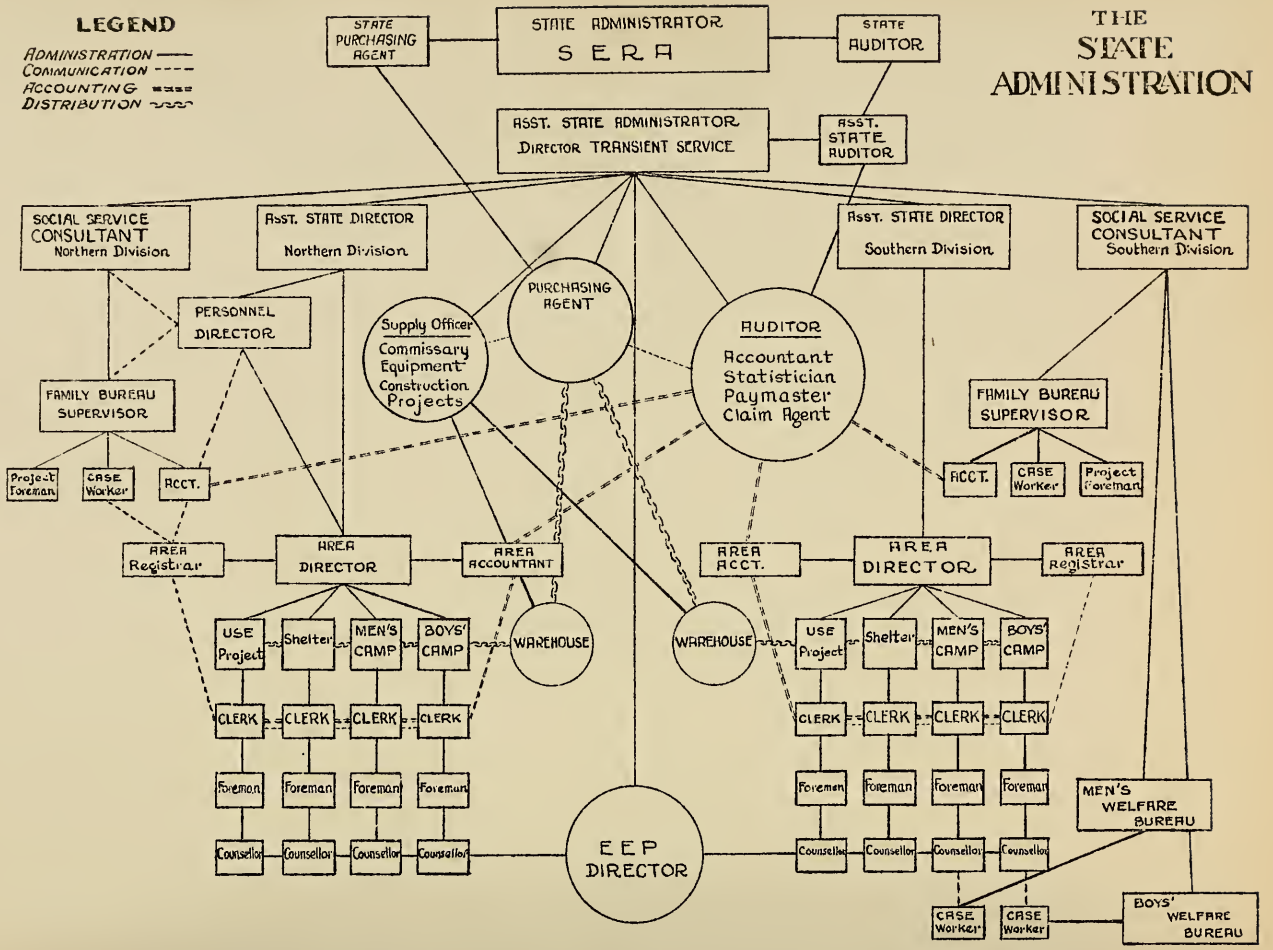
Policies relative to the case work in Men's and Boys' camps are somewhat more highly developed in the Southern area, particularly in Los Angeles County Intake Bureau, due to the heavy concentration at that point. This has resulted in the formation of a Men's Welfare and a Boy's Welfare Bureau, working under the supervision of the Social Service Consultant in that area. The facilities of case work personnel in Family Bureaus throughout the State are available to the Unattached Men and Boys' Units when required for specific problem or transportation cases.

The two major state divisions for the care of Unattached Men and Boys, each under an Assistant Director, have been subdivided into local areas, each of which contains an Intake, a Shelter situation, and several camps where specialized treatment can be given. Each one of these units within the local area, have a manager or superintendent, a clerk and a foreman for the supervision of the particular work project.

Each one of these units also has a counselor to handle the work of the Emergency Educational Program and the Transient Training and Recreation Program. In some areas production of Use Projects have been established, to manufacture various articles the Transient Service would have to do without under ordinary circumstances.



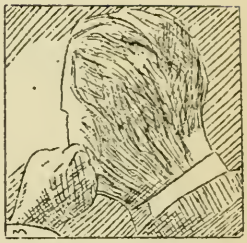




LEGEND
ADMINISTRATION
COMMUNICATION
ACCOUNTING
DISTRIBUTION
THE STATE ADMINISTRATION
STATE PURCHASING AGENT
STATE ADMINISTRATOR
S E R A
STATE AUDITOR
ASST. STATE ADMINISTRATOR
DIRECTOR TRANSIENT SERVICE
ASST. STATE AUDITOR
SOCIAL SERVICE CONSULTANT
Northern Division
ASST. STATE DIRECTOR
Northern Division
ASST. STATE DIRECTOR
Southern Division
SOCIAL SERVICE CONSULTANT
Southern Division
PERSONNEL DIRECTOR
PURCHASING AGENT
Supply Officer
Commissary
Equipment
Construction
Projects
AUDITOR
Accountant
Statistician
Paymaster
Claim Agent
FAMILY BUREAU SUPERVISOR
FAMILY BUREAU SUPERVISOR
Project Foreman
CASE Worker
ACCT.
ACCT.
CASE Worker
Project Foreman
AREA Registrar
AREA DIRECTOR
AREA ACCOUNTANT
AREA ACCT.
AREA DIRECTOR
AREA Registrar
USE Project
Shelter
MEN'S CAMP
BOYS' CAMP
WAREHOUSE
WAREHOUSE
USE Project
Shelter
MEN'S CAMP
BOYS' CAMP
CLERK
Foreman
Counsellor
EEP DIRECTOR
MEN'S WELFARE BUREAU
CASE Worker
CASE Worker
BOYS' WELFARE BUREAU

## BUSINESS ADMINISTRATION

As an integral part of the State Relief Administration, the Transient Division has geared its work into the rest of the State Program. It has been necessary to maintain a central Accounting and Auditing Division as well as Purchasing Division, due to the receipt of ear-marked funds for the Transient Program and the separate reporting of fund balances and monthly operations. This has been under the supervision of the State Relief Administration Auditor and Purchasing Officer.

As a large part of the relief extended is through congregate shelter in the form of city shelters and camps, cost accounting problems are involved which are not found in the other Divisions of the Relief Administration. Budgetary controls are maintained for the operation of the various units throughout the state and nonrecurring expenditures, such as the erection of new buildings or purchase of new equipment, are controlled by the Property Officer.



The distribution of supplies to congregate shelters operated over a wide area has required the establishment of centrally located warehouses. In the majority of cases, these warehouse units have served as the area accounting office for the unit.

It is understood in any discussion of any one section of the State Emergency Relief Administration that this particlar section is also under the jurisdiction of such State Departments as the Health, Safety and Insurance, the Social Service, the Work Project Division, etc.

# D I R E C T O R Y
## CALIFORNIA TRANSIENT SERVICE

H. A. R. CARLETON, STATE DIRECTOR TRANSIENT SERVICE

### ADMINISTRATIVE OFFICERS

D. M. Merritt, Assistant S. E. R. A. Auditor
A. H. Pople. Auditor Transient Division
C. W. Tandy, Supervising Accountant
E. H. Bose, Director Supplies & Equipment
H. W. Zickert, Deputy Purchasing Officer
D. H. Dodge, Statistician

## F A M I L Y  B U R E A U

(April 1935)

### NORTHERN DIVISION

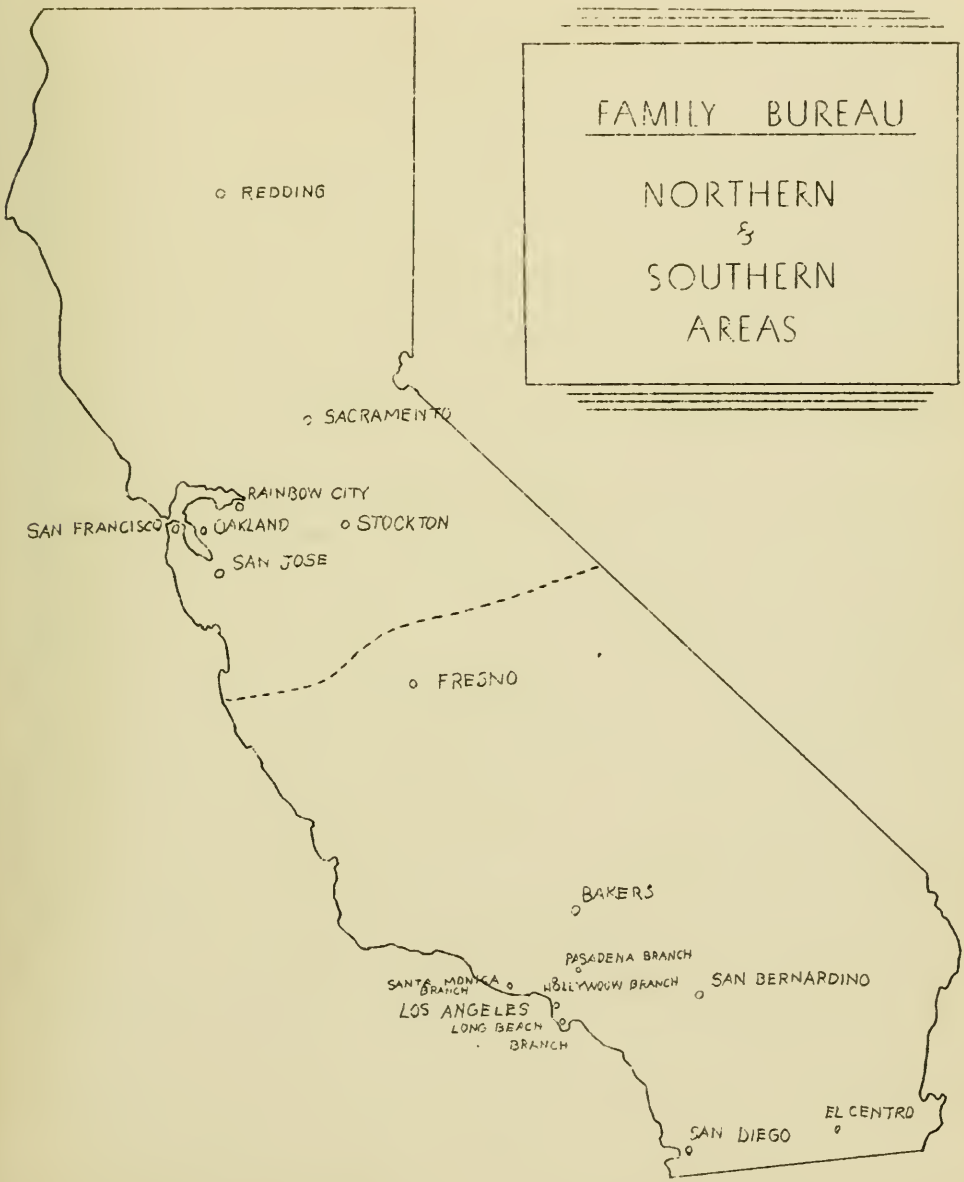
Mrs. Alberta L. Baumberger, Social Service Consultant

| BUREAU | ADDRESS | DIRECTOR |
|---|---|---|
| Oakland | 350 Hobart Street | Mrs. Katherine Van Duzer |
| Rainbow City | Box 137, Port Chicago | Mrs. Esther B. Lough |
| Redding | 1536 Market Street | Nina L. Jackson |
| Sacramento | 1428 "H" Street | Myrne Downie |
| San Francisco | 98 Oak Street | Mrs. A. L. Baumberger |
| San Jose | 442 N. Second Street | Mrs. Lois A. Walsh |
| Stockton | 202 City Hall | Mrs. Helen Nelson |

### SOUTHERN DIVISION

Mrs. Dorothy Wysor Smith, Social Service Consultant

| | | |
|---|---|---|
| Bakersfield | 2100 "H" Street | Mrs. Ethel Bateman |
| El Centro | P. O. Box 947 | King Trimble |
| Fresno | 549 Belmont Avenue | Nell Holsinger |
| Los Angeles | 408 Cotton Exchange Bldg. | Mrs. Dorothy Wysor Smith |
| Hollywood Branch | 2424 Randolph Street | Mrs. Francis Silver |
| Long Beach Branch | 156 West Ocean Blvd. | Frances Shambaugh |
| Pasadena Branch | 74 North Fair Oaks | Charlotte Barnish |
| Santa Monica Branch | 613 Wilshire Blvd. | Mrs. Zelda Wallich |
| San Bernardino | City Hall | Mrs. Dorothy Freeman |
| San Diego | 308 Bancroft Building | Mrs. Marion Morales |


FAMILY BUREAU
NORTHERN
&
SOUTHERN
AREAS
REDDING
SACRAMENTO
RAINBOW CITY
SAN FRANCISCO
OAKLAND
STOCKTON
SAN JOSE
FRESNO
BAKERS
PASADENA BRANCH
SANTA MONICA BRANCH
HOLLYWOOD BRANCH
SAN BERNARDINO
LOS ANGELES
LONG BEACH BRANCH
EL CENTRO
SAN DIEGO

# DIRECTORY
## NORTHERN DIVISION
(June, 1935)

J. W. Glover, Assistant State Transient Director
E. S. Downey, Personnel Director — H. M. Andrews, Field Auditor
(Central Office: 49 Fourth Street, San Francisco)

### METROPOLITAN AREA
J. W. Glover, Area Director

| | | |
|---|---|---|
| Oakland Shelter | 329 Jefferson St | F. R. Cryderman |
| Seamen's Lodge | 226 Embarcadero, San Francisco | B. Fitzpatrick |
| San Francisco Shelter | 340 Ninth St | Mrs. J. W. Glover |

### CAMPS

| | | |
|---|---|---|
| Roosevelt | - | D. J. Graham |
| Clyde (Boys' School) | P O Box 137, Port Chicago | G. O. Smith |

### REDDING AREA
G. Woods, Area Director

| | | |
|---|---|---|
| Redding Shelter | 1334 Pine St | G. Woods |

### CAMPS

| | | | |
|---|---|---|---|
| Forest Ranch | C. A. White | Red Bluff | H. G. Kersten |
| Hurleton | H. N. Wilson | *Oak Run | J. J. Cullinan |
| Moffitt Creek | R. Tipton | *Ingot | W. R. Hunt |

### SACRAMENTO AREA
F. A. Moore, Area Director

| | | |
|---|---|---|
| Sacramento Shelter | 1215 B and C Sts | F. A. Moore |

### CAMPS

| | | | |
|---|---|---|---|
| Camino | C. T. Edwards | Waybur | J. L. Kemp |
| Greenwood | O. D. Carper | Weir | E. S. Waterman |
| Sutter Basin | R. R. Gillespie | *Nevada City | F. C. Weisner |

### SAN JOSE AREA
F. P. Hauck, Area Director

| | | |
|---|---|---|
| San José Shelter | Rose St | F. P. Hauck |
| Watsonville " | 120 Van Ness Ave | M. J. West |

### CAMPS

| | | | |
|---|---|---|---|
| Glenwood | G. T. Trotts | *San Mateo Park | Charles Ely |
| *Carmel Valley | W. J. Bensberg | *California (for women) | Miss A. Walton |
| Grizzly Flats | R. J. McCann | Mt. Madonna | E.A.Walther |

### SANTA ROSA AREA
C. S. Murphy, Area Director

| | | | |
|---|---|---|---|
| *Armstrong Grove | A. L. Robertson | *Houdd Gibson | Mal Coombs |
| *Navarro | W. B. Le Hane | Clear Lake | W. C. Vest |

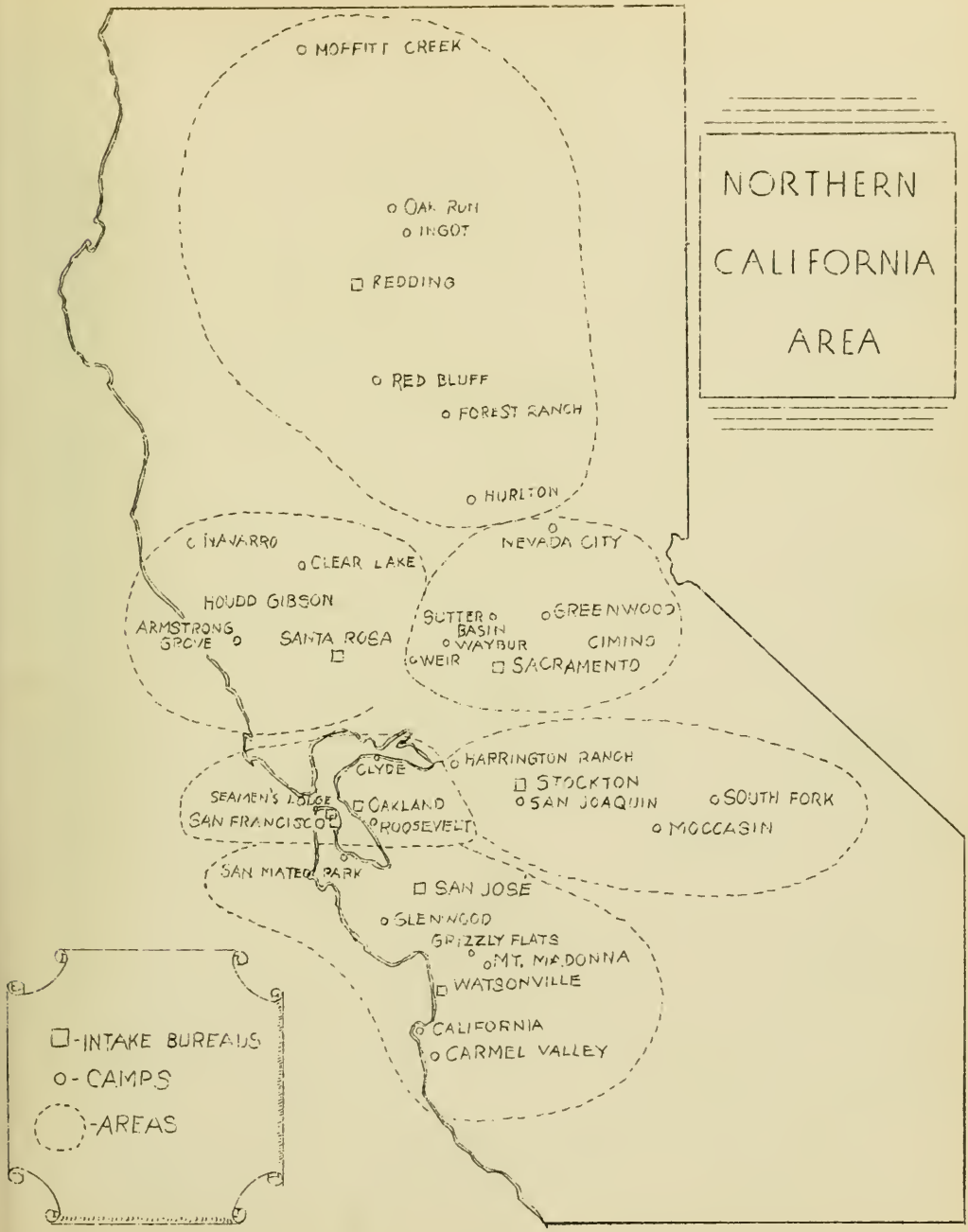
### STOCKTON AREA
J. J. Kestley, Area Director

| | | |
|---|---|---|
| Stockton Shelter | 410 S. Lincoln St | J. J. Kestley |

### CAMPS

| | | | |
|---|---|---|---|
| *San Joaquín | T. Campbell | Moccasin | M. J. Rodgers |
| Manteca | E. A. Bromley | Harrington Ranch | B. G. Baumgartner |
| South Forks | C. H. Vogt | | |

(* Indicates State Residents' Camp)


NORTHERN CALIFORNIA AREA
MOFFITT CREEK
OAK RUN
INGOT
REDDING
RED BLUFF
FOREST RANCH
HURLTON
NEVADA CITY
INAVARRO
CLEAR LAKE
HOUDD GIBSON
ARMSTRONG GROVE
SANTA ROSA
SUTTER BASIN
WAYBUR
WEIR
GREENWOOD
CIMING
SACRAMENTO
CLYDE
HARRINGTON RANCH
STOCKTON
SAN JOAQUIN
SOUTH FORK
MOCCASIN
SEAMEN'S LODGE
OAKLAND
SAN FRANCISCO
ROOSEVELT
SAN MATEO PARK
SAN JOSE
GLENWOOD
GRIZZLY FLATS
MT. MADONNA
WATSONVILLE
CALIFORNIA
CARMEL VALLEY
-INTAKE BUREAUS
-CAMPS
-AREAS

## SOUTHERN DIVISION
(June 1935)

J. E. Mills, Assistant State Transient Director

George Outland, Director Boys' Welfare — J. C. Jobson, Field Auditor

Mrs. Dorothy Wysor Smith, Director Social Welfare

(Central Office: 123 South Figueroa Street)

### LOS ANGELES AREA

D. B. Loomis, Area Director

Harry B. White, Supervisor Central Intake

| | | |
|---|---|---|
| Los Angeles Shelter | 123 South Figueroa Street | D. B. Loomis |
| San Pedro Shelter | 1520 South Harbor Boulevard | E. F. Evarts |
| Boys' Lodge | Cummoche, Griffith Park | R. W. Kerr |

CAMPS

| | | | |
|---|---|---|---|
| Antelope | J. S. Tomy | *Alondra Park | P. H. Price |
| Cummoche | R. W. Kerr | *Eureka Villa | A. Lunkof |
| San Francisquito | Bart Randall | *Santa Susanna | D. C. Bruce |
| Harry L. Hopkins | Bert Loop | *Ventura | S. T. Primmer |

### BAKERSFIELD AREA

Alfred Smith, Area Director

| | | |
|---|---|---|
| Bakersfield Shelter | Fair Grounds | Alfred Smith |

CAMPS

| | | | |
|---|---|---|---|
| Apache | James Duffy | Pozo | A. Newberry |

### FRESNO AREA

Jack Bowen, Area Director

| | | |
|---|---|---|
| Fresno Shelter | 255 No. "H" Street | Jack Bowen |

CAMPS

| | | | |
|---|---|---|---|
| Auberry | J. F. O'Leary | Nipinnawasee | C. H. Ireland |
| *Coarsegold | James Quinlan | | |

### SAN BERNARDINO AREA

A. H. Maxwell, Area Director

| | | |
|---|---|---|
| San Bernardino Shelter | 258 So. "G" Street | A. H. Maxwell |
| Indio Relay Station | Indio | T.E.Montgomery |
| Riverside Shelter | Park & Blaine Sts. | Harry Iverson |

CAMPS

| | | | |
|---|---|---|---|
| Sierra | G. W. Wallace | Glen Helen Farm | O. P. Heald |
| Santa Ana Cone | Ted Herman | Glen Helen Camp | Clyde Harford |
| Yucaipa | E. J. Dutcher | *Silverado | Arhtur Bunting |

### SAN DIEGO AREA

R. B. Huey, Area Director

| | | |
|---|---|---|
| San Diego Shelter | 318 W. Market Street | R. B. Huey |
| El Centro Shelter | 400 Commercial Street | H. P. Nelson |
| Kearny Health Center | Box 1384, San Diego | E. C. Russell |

CAMPS

| | | | |
|---|---|---|---|
| Alpine | Byron Allen | Harc | Truman Holland |
| Pamo Valley | Clancey Thompson | *Dehesa | George Marvel |
| Puerto La Cruz | James Barber | *San Luis Rey | Newman Smith |

### SAN LUIS OBISPO AREA

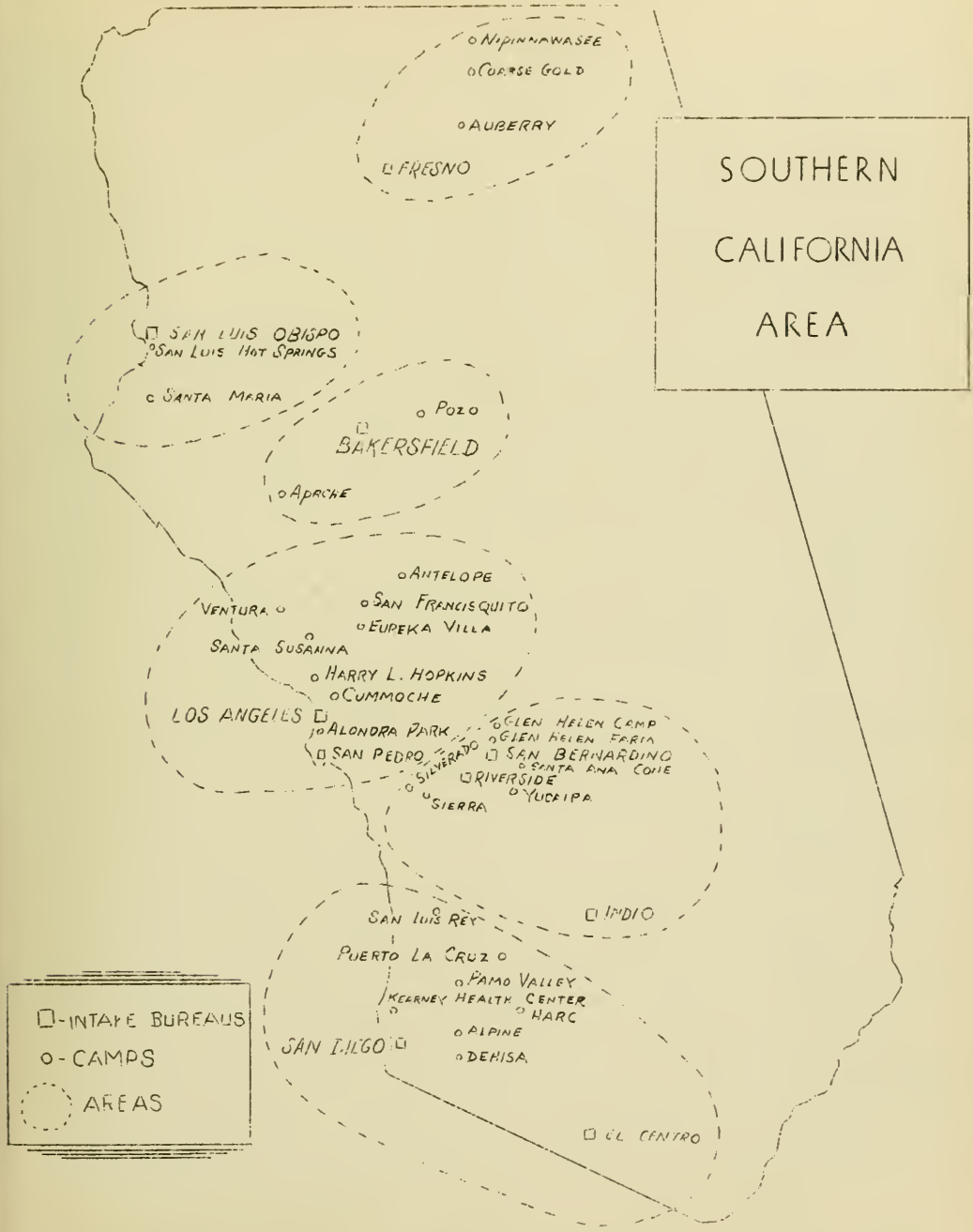
Bryan Abbott, Area Director

| | | |
|---|---|---|
| San Luis Obispo Shelter | San Luis Obispo | Bryan Abbott |

CAMPS

| | | | |
|---|---|---|---|
| San Luis Hot Springs - Bryan Abbott | | Santa Maria | George Gama |

(*Indicates State Camps)


SOUTHERN CALIFORNIA AREA
Nipinnawasee
Corpse Gold
Auberry
Fresno
San Luis Obispo
San Luis Hot Springs
Santa Maria
Pozo
Bakersfield
Apache
Antelope
Ventura
San Francisquito
Eureka Villa
Santa Susanna
Harry L. Hopkins
Cummoche
Los Angeles
Alondra Park
San Pedro
Glen Helen Camp
Glen Helen Farm
San Bernardino
Santa Ana Cone
Riverside
Yucaipa
Sierra
Indio
San Luis Rey
Puerto La Cruz
Pamo Valley
Kearney Health Center
HARC
Alpine
San Diego
Denisa
El Centro
□-INTAKE BUREAUS
o-CAMPS
AREAS

ESD

CHECKING IN

# PHYSICAL CARE IN MEN'S BUREAUS

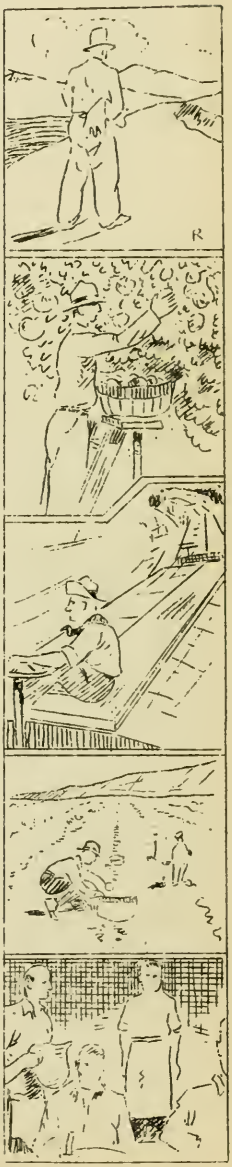
WHAT is a transient? According to the dictionary he is "one who passes through."—A wanderer; a person who travels from place to place; he has no home, no chance of settling down; he wanders on - aimlessly, uselessly, from no place to nowhere. He sees nothing ahead but thousands of hungry miles of railroad and highway.

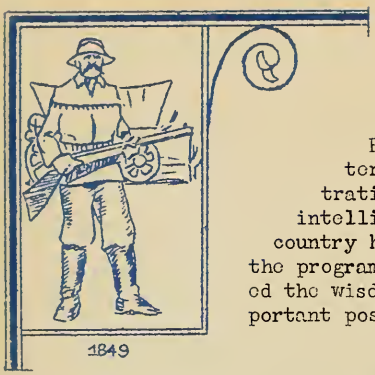
Possibly our transient had worked through the summer in farming belts of the Middle West, and the harvest was in, and there was no more work. He felt the first touch of winter in the air; his shoes were gone and his clothing was threadbare, and he had no money for more. He knew the severity of the Middle Western winter through experience. Winter was bad enough, even when he was clothed and well fed and had money in his pocket. He had heard glowing tales of California - with its eternal summer and its wonderful opportunities. They were building mighty bridges in California -- and there should be work for thousands. Even should he be unable to work on a bridge there must be some place for him among the tens of thousands who worked in the fruit.

So our transient learned the use of the "blinds." He learned to close the uniced "reefer" and to ride unmolested through the snow of the mountains. He traveled five thousand miles to cross a thousand miles of the country--learning all the weary detours where the "bulls" were at least human... He reached California disillusioned, embittered, disgusted, and "broke" - and learned, like so many others, that he could not live on the California climate. First he may have slept in a "two-bit" hotel -- later in a ten-cent "flop." When even the dimes were gone, he learned what it meant to sleep in empty box cars and shiver through the night on an open park bench until the vigilant policeman ordered him on and he trudged the streets all night through fog and rain, stealing daytime naps in "Skid Row" pool rooms.

Late years have brought a new mode of life and a new trend of thought. The homeless wanderer, dodging from division point to division point, side-tracked for thirsty days in the burning desert, spending bitterly cold nights in cheerless box cars as he rode through the snow-clad mountains, long refused to believe that his country was at last taking an interest in his plight.

The same man—spending the night between warm blankets, eating his three "squares" a day with others who come from the four corners of the world, finding laundry and a shower bath at his disposal after the weary miles—is the transient of to-day. It was for his needs that the Federal shelter was established.



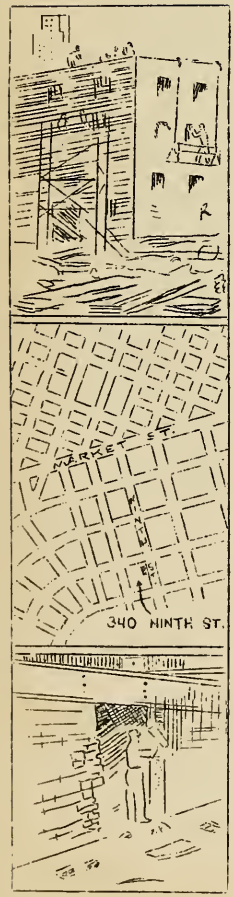



# A. CONCENTRATION CENTERS

First planned for emergency housing, the Federal Shelter has remained as a concentration point for the registration of transient men -- as a human laboratory for the intelligent study of one of the greatest problems that this country has ever faced. Organized as the first actual step in the program for the rehabilitation of men, the shelter has proved the wisdom of that plan, and still occupies a primarily important position in the transient set-up.

## TYPES OF CONCENTRATION CENTERS

Various types of shelters are used by the Federal Transient Service in California. To steal a phrase from the motion picture industry, this bureau is "still in its infancy" -- but what a lusty infant! We learn largely through experience and observation, and in time it is hoped that all shelters will be standardized and of the highest possible type. At the present time, we are still occupying more or less make-shift remodeled quarters in some centers, but this condition is gradually being remedied through the construction of a highly modern type of shelter camp, of which the first examples are now nearing completion in Redding and San José.



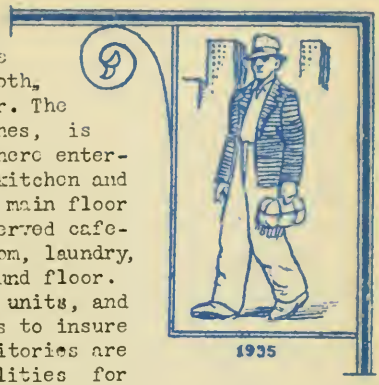

Where emergency demands call for immediate treatment, hotels have been contacted and have cared for clients under the terms of a service contract. This type of care calls for only fleeting attention, as the disadvantages are so evident that they do not require recital. The primary objectives in creating a setup for transient care should be to adhere to elemental living conditions, to present opportunities for friendly and worth-while contacts, and to create an atmosphere that will render the client susceptible to planning and receptive to the program of rehabilitation.

Shelters in the larger cities are at present chiefly confined to revamped commercial buildings, usually outside of the residential district of the city. This particular class of building has been found most suitable for remodeling to the requirements of an intake bureau and invariably has provisions to meet the stringent requirements of the fire control laws.

## COMMERCIAL BUILDING TYPE

In San Francisco, the shelter occupies a large building on the border line between the retail business district and the industrial section of town. This building formerly housed a newspaper publishing company, and is of sufficient size to permit all departments of the intake bureau to be carried under the one roof -- a distinct advantage of this type of shelter.

This building was completely altered for adaption to the requirements of the Transient Service—only the former four walls and the roof being left intact. The ground floor, which had formerly housed the linotype and giant presses, was partitioned off to create every department necessary to a shelter, with the exception of the dormitory and the medical division. The adminis-

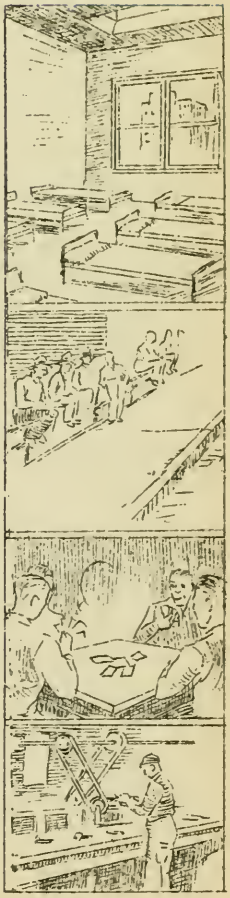



trative offices are grouped on the street side of the building, as well as the preliminary registration booth, which was made easily accessible from the street door. The cheerful recreation hall, with ample tables and benches, is also situated near the street, and houses a stage, where entertainments are held at frequent intervals. The roomy kitchen and steward's department are situated to the rear of the main floor adjacent to the huge dining room, where meals are served cafeteria style. The barber shop, shoe shop, magazine room, laundry, clean-up unit, and baggage room, are also on the ground floor.

The second floor consists of dormitories, medical units, and isolation ward. The medical unit is so arranged as to insure efficient handling of the maximum in-take. The dormitories are well lighted, ventilated, and provide adequate facilities for fire prevention. Where partitions were considered necessary, they were erected high enough to insure privacy, but with sufficient clearance from the ceiling to permit normal circulation of air.

In a shelter of this description, every formality and treatment are conducted under one roof. Through this concentration and through careful continuity of service facilities, the methods of individual approach are greatly facilitated and the observation of clients under treatment is simplified.

The chief imperfection in this type of city shelter lies in its lack of space for outdoor recreation. The congested neighborhood in which they are situated normally offer few or no opportunities for recreational facilities. The men who register at these shelters have no option -- they must either remain in the crowded recreation room, stand in groups on the side-walks, or congregate about the adjacent properties. The shelter roof can be used as a solarium and lounge room by the clients.

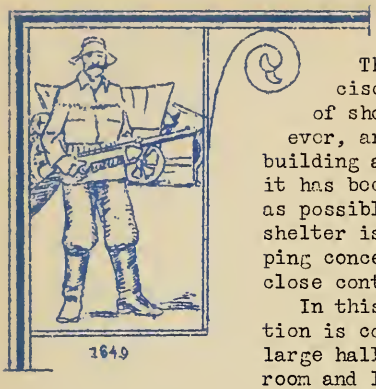


Another fault in this type of shelter lies in the fact that there is no opportunity for a large scale work project in the industrial district of a normal city. This situation has been admirably taken care of by the new field or group type of shelter camp under construction in Redding and in San José.

The element of continued expense becomes paramount whenever a former commercial building is converted into a shelter. Any business location in a large city normally commands a high rent and business buildings are the only types effective to this purpose. Unable to secure one building large enough to house all the facilities of the bureau, Oakland was forced to take over several commercial buildings. This center is just out of the main traffic district, and uses—as far as possible—about the same routine of procedure as the field shelter -- which is discussed later.

## CONVERTED HOTEL TYPE

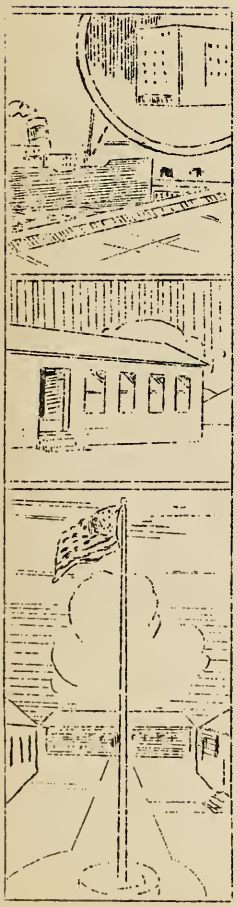
Another variety of shelter in use in some quarters, is the converted hotel. This type shares the drawbacks of the shelter that has been converted from a commercial building, in the lack of recreation space, the high rental and the lack of space for work projects. It has the additional disadvantage of the distance from floor to floor—increasing as the height of the building increases. It possesses, however, the advantage of central-



izing all departments under the one roof.

The conversion of the Seaboard Hotel into the San Francisco Seamen's Lodge is an excellent example of this type of shelter. The disadvantages of the hotel building, however, are offset by the particularly happy location of the building as a home for unemployed maritime workers -- for whom it has been found necessary to provide accommodations as close as possible to their chances of obtaining employment. This shelter is situated in close proximity to ships and the shipping concerns - thus enabling unemployed seamen to maintain a close contact with work opportunities as they arise.

In this particular case, superficial preliminary registration is conducted at the hotel clerk's desk. This hotel has a large hall to the rear which was formerly used as a recreation room and lounging hall by a seamen's service organization, and this hall has been converted into a dining room. Final registration and physical examination are conducted on the second floor, which also houses the administrative offices. The clean up units are on the main and second floors, and the check room in the basement. The crew and staff have rooms on the sixth and seventh floors—there being either two or three single cots to a room. This shelter has automatic elevator service.



## DUAL TREATMENT TYPE

Still another type of treatment center is exemplified by the Los Angeles set-up, where the details of registration are carried out in a building entirely separate from the shelter proper. This same system is widely used in other states. Under this set-up it is possible to use the Central Intake Bureau for the registration of various clients other than unattached transient men.

## LOS ANGELES SHELTER #10

At this Central Intake Bureau, each applicant is first interviewed and registered. Following registration, the newcomer is given a preliminary physical examination and introduced to the case worker for classification. If the applicant is under 21-years of age, provision is made for his segregation from older men, and he is either provided a way to return to his home state or is assigned to a boys' camp, under the direct supervision of the Boys' Welfare Department.

The adult applicant is sent to the shelter - in which he is first provided with the requisites for a hot bath. Next, his personal clothing is sent to the laundry -- where it is washed and fumigated, and he is issued a complete outfit of clothing. After a trip to the barber shop for a hair cut and shave, he is ready for a thorough physical examination by a well qualified and licensed physician to determine his physical fitness for future project assignment. After meeting these requirements he is provided a green, or temporary card, and assigned a bed together with clean linen and a towel. In return for these services and three meals a day, the applicant is required to work two hours daily during his stay at the shelter.

While awaiting permanent assignment he is again interviewed by his case worker, who now ascertains the trade or profession

which he has previously followed. The knowledge thus acquired has direct bearing upon the project or camp to which he will be assigned. Whenever practicable, he is given an opportunity to follow a vocation of his own choosing, and for which he is especially fitted. If the applicant is qualified for any of the local projects he is issued an orange colored, or renewable, card -- and the shelter then becomes his home. The card is renewable weekly and the applicant is now assigned to a permanent bed.

The shelter is conducted along the lines of a hotel. The guest is issued a metal disc which bears a number corresponding with the number of his bed, and which he leaves at the reception desk upon going out. Upon his return he calls for and receives his disc in the same manner that he would call for his door key at a regular hostelry.

The reception desk is provided with an official record, where everyone is required to register upon arrival and where competent clerks are on duty twenty-four hours every day. It is part of the attendant's routine to furnish information regarding the shelter to all who may require such information. In addition to these services, the clerk receives and distributes the mail.

The transient's life at the shelter is not all work by any means, and the recreational setup is widely diversified. It embraces vaudeville as well as hillbilly entertainments, for which a stage has been provided in the main dining room, and which are given twice weekly. The shows are in turn taken to the various camps throughout the area. Professional entertainers are also provided and the attendance proves conclusively that the men enjoy the programs.

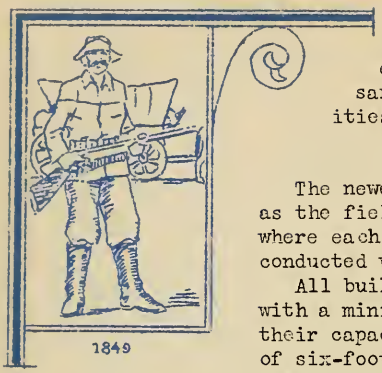
A baseball team organized from the talent of the shelter competes with city nines, and plays an inter-area schedule with the other camps in the district. Transportation to and from these games is provided for all who wish to attend. All orange-colored card men wishing to attend the auto or motor-cycle races held at the Gilmore Stadium are the guests of Earl Gilmore twice a week.

For those assigned to local projects, and who wish to add to their attainments, educationally or vocationally, provision has been made whereby they may attend the night classes held in the Belmont High School assembly halls twice weekly. And it is noteworthy that many avail themselves of this privilege.

The shelter is equipped with a modern infirmary, in addition to an up-to-date First Aid room in charge of a physician of high standing in the community. The infirmary is under the direction of a registered nurse, and nothing is left undone in the treatment and care of the sick and convalescent. The First Aid room is never closed and trained attendants are always on hand to administer to the minor ills of the transient or to apply emergency dressings whenever required. In all major cases, the entire equipment of the Los Angeles General Hospital is at the disposal of the bureau.

## RELAY STATIONS

Small relay stations have been established at Indio and at Barstow, where the intake is not sufficient to warrant complete diagnostic treatment. These towns are located at somewhat isolat-




ed railroad division points, and it was deemed necessary to establish temporary relief centers. The facilities here are limited to registration and a single meal.

FIELD SHELTER

The newest type of reception unit and camp, designated above as the field or group shelter, consists of a number of buildings where each phase of intake center, camp and work project can be conducted without interference.

All buildings are of the sectional type, and may be erected with a minimum of labor and expense. They are so arranged that their capacity may be increased at any time by adding sections of six-foot lengths to the various buildings. These buildings are portable, and are furnished by the Transient Service Building Project in Los Angeles County.

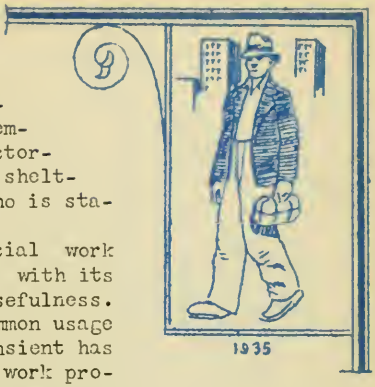
The sites are so planned that dormitories are placed entirely independent of the other shelter facilities, yet the kitchen and dining room are so situated as to be equally convenient to all buildings. All sanitary safe-guards are carefully observed in the placing of these buildings, and the inspectors from the Department of Safety and Sanitation subject all concentration centers to periodic inspection.

The intake or reception unit has been planned to eliminate confusion and needless referral to other parts of the camp. All details of registration and assignment are completed in the one building, while cleanup, fumigation and medical units are housed in another building but a few steps distant.

The diversified functions of each unit over-lap so smoothly that all friction is eliminated. This complete lack of irritation tends to make each unit an integral part of a properly operated camp procedure.

In planning this most modern type of shelter, the location to be selected was given careful consideration. Sites were selected that would be convenient to the incoming transient and where the ground would be spacious enough to permit large recreation grounds. The construction, upkeep and improvement of these camp sites have been converted into regulation work projects.

One great advantage in a camp of this type lies in the appeal it offers to the men just "off the road." He invariably feels this lure and normally expresses a desire to stay and participate in the programs which will accomplish, in time, a complete restoration of morale—the main essential to rehabilitation. The chief appeal of this shelter could perhaps best be described by the one word "space." Dormitories housing from fifty to seventy-five men certainly offer more comfort than the city shelter with its dormitory space for from 150 to 400 men. Here, instead of lining bill-placarded fences and dodging traffic to cross the street, the men have unlimited opportunities for exercise on the large recreation fields. Here there are no petty residential restrictions to confine and irritate. Ample opportunity is offered for the conduct of individual service as well as the study of every reaction. By this method it is possible to learn just what type of specialized care is necessary to meet the needs of the individual.




## WORK DETAILS AND SHELTER CREWS

There is a great diversity of tasks incidental to the maintenance of a city shelter, and to a lesser degree in even the smaller centers. We segregate this employment into two classes - that which can be satisfactorily performed by the transient on his way through the shelter, and that which can be better handled by the man who is stationed more or less permanently at the center.

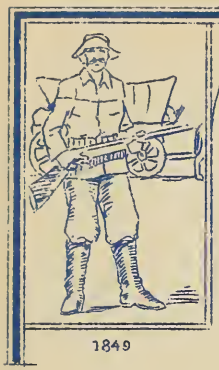
Possibly the primary thought behind all modern social work has been to thoroughly bury the old idea of "charity" with its attendant demoralization of mind, body and economic usefulness. To this end, we find that the term "work relief" is common usage throughout the country. While it may be that the transient has good reason for refusing camp, with its accompanying work program, it is still true that his self-respect will be upheld only by enabling him to feel that he actually earns any services that may be given him at the shelter. Working towards this end, a system of "work details" has been formulated to handle the minor tasks which are daily necessary in the treatment centers.

When the client passes through the dining room door for his breakfast his identification card is taken by an attendant. After breakfast, the crew foreman calls off various details, naming the men who are to report to him at definitely appointed times. The tasks range from twenty minutes to an hour in duration, and after the client has completed his part of the work, his identification card is returned to him.

Men regularly enter the shelter who, for various reasons, prefer to remain in the city. A large crew is of necessity maintained, and it is often possible for a man who is acceptable to the shelter management to secure a place on the crew within a few days of his arrival. This crew occupies a place of inestimable importance in the shelter. They handle innumerable jobs, such as door man, dormitory man, checkroom attendant, crew foreman, assistant registration clerk, tailor, shoemaker, hospital-interne, office clerk, cooks helper, laundry worker, etc... In addition to the work they perform, they are invaluable for the air of solidity and permanence which they impart to a transient shelter, and are constantly assisting the newcomer through their knowledge of the routine. They have sleeping quarters separate from the floating population of the shelter, but are otherwise subject to practically the same rulings as the men who arrive daily.

The Transient Service offers opportunities for advancement commensurate with ability to the same extent as any private industry. Advancement is probably faster on the average than in any private organization, due largely to the constant turn-over of personnel, which is of necessity very rapid. Men recruited from the ranks have risen to the status of Area Director, and also hold other executive positions on the staff.

The shelter, with its separate quarters for their use, becomes a real home to those members of the crews who are tired of the road. Most of our shelters have profited through the donation of books, which may be borrowed upon the presentation of crewcards or identification cards. At the outlying shelters, recreational facilities are usually available, and in the city shelters, pro-




fessional talent is secured for entertainment at frequent intervals. The EEP is doing commendable work, and those on the city shelter crews have the additional facilities for education offered by extension courses, free night schools, public libraries, lectures, etc.

## III - REGISTRATION PROCEDURE

The work of each registration department is intrinsically tied up with shelter care. The field covered by the various units are so interdependent that the efficiency of any one unit is largely measured by the degree of efficiency shown by the organization as a whole. Applicants for relief must be fully registered and undergo a complete cleanup and medical examination -- including vaccination against smallpox. To insure the greatest efficiency, enabling each man to satisfy all immediate emergency needs before going through the details incidental to registration at a treatment center, the present system of a preliminary and final interview has been adopted.

The transient arriving at our typical shelter finds a courteous doorman to direct him to the preliminary booth conveniently located on the main floor. Here his residence is determined and his eligibility to receive care from the Transient Service is established. He then receives a ticket for a bath and a complete cleanup.

In the hallway leading to the cleanup unit is the check room window, and here he checks his baggage and deposits all valuables—holding out any clothing that he may wish to have laundered. He then receives a box in which to deposit immediate personal belongings, and this is held for him until he returns from the cleanup. He then hands his clothes to the laundry department for cleaning, fumigating and pressing, takes a shower and shave, and receives a suit of "relievers" to wear around the building until his clothing is returned to him. These "relievers" are not worn outside of the building.

After the cleanup, the applicant enters the hospital and receives a complete physical examination -- particularly as to the existence of any communicable disease. He is vaccinated, and if any further treatment is required by the medical department, arrangements are immediately made for his care.

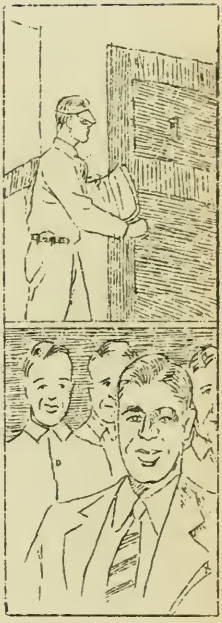
At this stage in the registration routine, he may be given a ticket for one meal, pending final registration. When the medical examination is completed, a summary is placed on the final registration card, and this card is delivered to a booth on the main floor, where the final interview is taken in strictest privacy. At this second interview, the applicant is instructed in the regulations of the shelter, and the camp situation is also explained to him, which latter he either accepts or rejects. His acceptance or rejection of the camp plan is duly noted on the final registration card. The applicant is then given his identification card and signs his first meal signature sheet -- receiving meal tickets for all meals (including breakfast) the following morning. He is now ready to apply for his clothing -- which has been cleaned and pressed. No clothes are returned until this registration procedure has been completed -- except as unusual circumstances justify.

GENERAL REGISTRATION POLICY

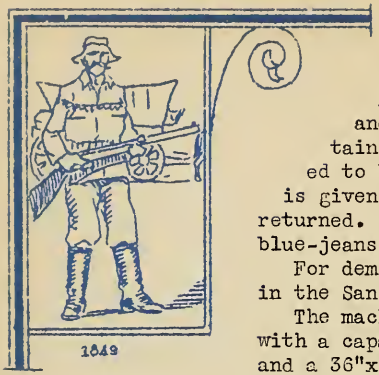
The shelter is fundamentally a referral bureau to camp or other situations. In case of physical disability, the applicant receives treatment, theoretically, until he is able to qualify for camp duties. Should any man be unfit for regular camp due to age or other permanent condition, he may be referred to one of the special treatment centers. In general, shelter care is extended for a period of four days, although unusual circumstances may require an adjustment of this time limit. This four-day period is not strictly adhered to, and with any valid reason for continued care - such as a promised job, negotiations for entrance in CCC camp or in Veterans hospital, etc., permission to extend the period of shelter residence is granted.

Should a case seem to require specialized case work in units which do not maintain their own social service department, a further interview is taken by the Area Registrar to determine this point. Should conditions warrant, the applicant is referred to the Family Bureau, where he may have the benefits of professionally trained social service workers.

A trained interviewer, carefully chosen, is assigned to make complete case histories of minor boys, and he handles all details of their registration. Certified case workers are maintained for the boys' camps to handle all adjustments and attend to details when the time comes to return the boy to his home or work out further steps in a plan of rehabilitation.



Work details and shelter crews were discussed earlier in this chapter. For the man with the experience, education and personality to handle personal interviews, and to qualify as an office worker, a regular routine of selection and advancement is followed. First he is accepted as a clerk, where the procedure is stereotyped, and he extends courtesy and cooperation toward all who apply for assistance. After he has thoroughly mastered the rules of eligibility for service, he may be given a preliminary interview booth. Later in successive stages, he may, as record clerk, compile the statistics of each day's care; - as a ledger clerk, transcribe from the "per capita" cost sheet; -as an area camp clerk, check all camp reports; and finally, as statistician compile all types of reports, train new clerks, check payrolls, etc. At this stage, he is in training for the more important jobs ahead and is undergoing a regular course of instruction from thoroughly trained men.

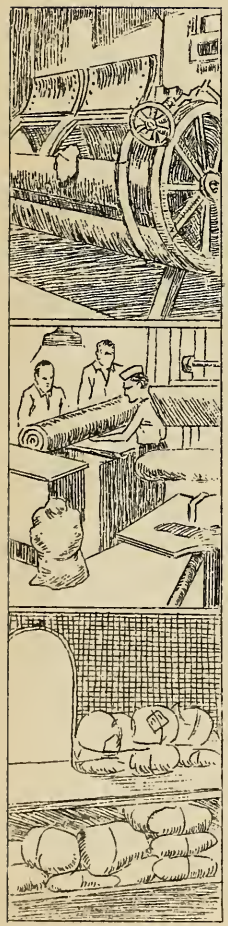



## IV - LAUNDRY AND CLEANUP UNIT

All shelters, regardless of type, have a cleanup unit and in conjunction with this, the larger shelters maintain a laundry service. The incoming transient is required to bathe and turn all clothing over to the laundry. He is given a suit of "relievers" to wear until his clothing is returned. These "relievers" are sometimes overalls - sometimes blue-jeans and shirt, or other rough clothing.

For demonstration purposes we shall consider this department in the San Francisco shelter.

The machine equipment here consists of a dry tumbler 36"x48" with a capacity of 125 pounds per hour; an extractor or wringer and a 36"x62" washer, which is operated from a 7½ HP motor. The finishing department has two 38" steam presses and a 100" flat-work ironer. This machinery is used on an average of 15 hours per day. Regulation laundry lists are used as well as 150 sets of Remo pins, with 10 pins of different numbers to each set.



All shirts, pants, coats, aprons and caps for kitchen, dining room and hospital use are starched and finished. All flat-work pieces, such as sheets, pillow cases, towels and bedspreads are also completely finished. All blankets for use in the camps and other units of the area, are washed and dried in this plant.

The check room and shower room come under the jurisdiction of the laumdry manager. The crew of this particular cleanup unit consists of 22 men, divided into three shifts of 5 hours each. It is possible for the incoming transient to avail himself of a shave and shower, have his clothing cleaned and suit pressed all within thirty minutes.

Over a seven-month period, an average of 43,622 pieces were handled each month, distributed as follows:

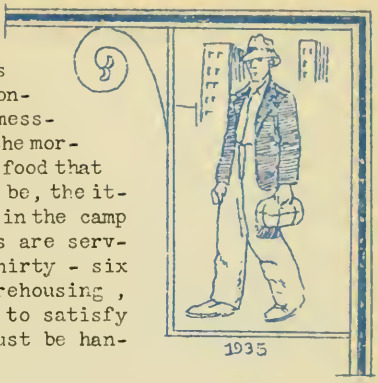
| Number of Pieces | Description | Estimated Wholesale Laundry Cost |
|---|---|---|
| 2201 | relievers | $220.10 |
| 17002 | towels | 170.02 |
| 16963 | cleanup unit | 237.48 |
| 2703 | blankets and mattress covers | 270.03 |
| 117 | barber towels | 1.17 |
| 2800 | kitchen supplies | 168.00 |
| 1836 | hospital supplies | 110.16 |
| 43622 | | $1176.96 |

Over the same seven-months period, this particular unit has operated at an average monthly expense of $502.35, segregated as follows:

| | |
|---|---|
| Rent | $20.00 |
| Electricity, water, gas | 312.00 |
| Supplies | 62.11 |
| Personnel | 108.30 |
| TOTAL | $502.35 |

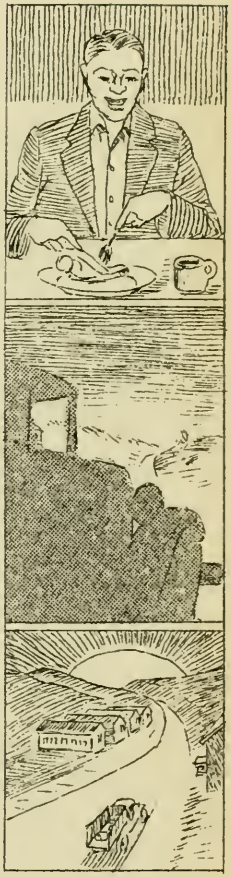
As will be seen from the foregoing tables, this unit operated at a saving of approximately $675.00 per month over the contract laundry prices.

## (V) COMMISSARY




THE OLD adage that tells us that the way to a man's heart is through his stomach, receives serious consideration in the operation of our kitchens and mess-halls, for we have learned through experience that the morale and spirit of any camp depends largely upon the food that is served. Important as the housing of the men may be, the item of meals occupies a preeminently important place in the camp and shelter setup. About one hundred thousand meals are served daily to the transients of California, or over thirty - six million meals per year. It is evident that the warehousing, the cooking, the serving, and the other incidentals to satisfy the inner-man, constitute an immense problem that must be handled by thorough efficiency in every detail.

(WAREHOUSING)

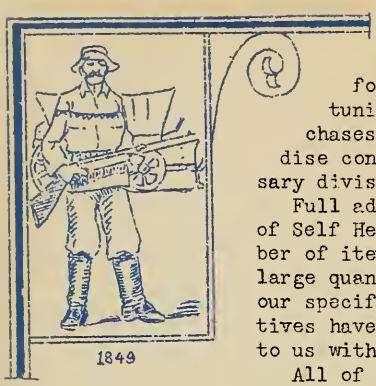


The warehouse and commissary systems adopted by the Federal Transient Service in California is without precedent in relief or warehouse history. The present set-up consists of two main warehouses - one at Oakland, which takes care of the territory north of Tehachapi - and the other in Los Angeles, to care for the territory from Tehachapi to the Mexican border. Vendors' deliveries are made to these two warehouses, which in turn supply six sub-warehouses or stores departments. The two warehouses and six sub-warehouses service altogether about 70 units throughout the state.

In earlier days much of the requisitioning of staples was done by the Area Director, with the natural result that several areas showed badly assorted and badly balanced stocks, with many articles of inferior quality. Standard lists were created in the Spring of 1934, covering all physical equipment for camp operation - the fixed equipment for camps being based on units of 200 men. At the same time a standard list of staple groceries from which camps might order was made up. All purchases and deliveries were concentrated in the warehouses and approved merchandise only was supplied.

The warehouses and sub-warehouses are strategically located according to carefully worked out plans for facilitating service to the entire area. Each camp receives supplies at least twice a week, and sometimes three times a week. In localities where extreme heat is a factor, all meats and produce are hauled at night, in order that this merchandise may reach the camps in the best possible condition. Night trucks operate from each warehouse to the camps of the area, and other specially built and heavier equipment operates between the warehouses.

Extreme care is exercised in making purchases for transient camps. All staple goods are bought on bids. Samples are out and tested in our kitchens before purchases are made, and deliveries by vendors are then checked against the samples. All deliveries that are not in accordance with specifications and samples in every particular are immediately rejected. Only per-




fectly conditioned food products are accepted and forwarded to camps. Every advantage is taken of opportunities to make special purchases in job lots but no purchases are made because of low price unless the merchandise conforms strictly to the standard set up by the commissary division.

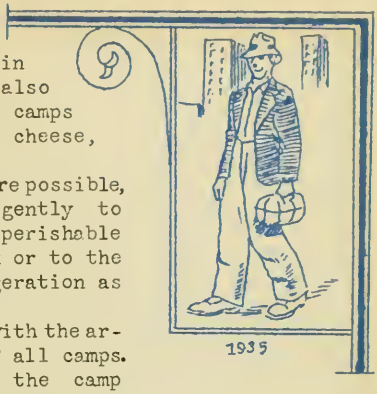
Full advantage is taken of the facilities of the division of Self Help Cooperatives which is successfully packing a number of items, such as sauerkraut, tomatoes, pears, etc. and large quantities of these provisions are packed according to our specifications for camp use. More recently, the cooperatives have grown large quantities of vegetables which have come to us with the advantage of both flavor and freshness.

All of the products of the various work projects are handled through the warehouses, as are all requisitions and deliveries of materials which are purchased for project use.

Requisitions are made up in the camps, approved by the camp director, and sent to the adjacent warehouse, where the requisitions are scrutinized and the quantities checked both by the warehouse superintendent and the supervising chef of the area.

This is done to assure that food served comes within the limits of the menus approved by the nutritionist, and to see that no excess stocks are carried in the camps. A definite limit is of necessity set as to the size of the stock, that the camps may carry. A wide list of staple groceries, canned meats, and vegetables, fresh meats and vegetables in season, spices, fish, and kitchen supplies - are shown as available on a printed sheet which is distributed to the camps, and the camps requisition quantities required from this sheet. When these order sheets reach the warehouse office, they are approved by the warehouse superintendent and turned over to the transfer-desk. Here the order from the camp is broken into groups, each of which is covered by a floor sheet for convenience in filling orders. Staple groceries, for instance, are on one floor sheet, perishables on another, drugs on another, etc. These sheets are sent to the warehouse floor, where the orders are made up, and spotted in certain floor locations by camps - the name or number of each camp hanging over the particular space on the floor that has been allotted for its use. By early afternoon of each day, all stock items are put up and are spotted on the floor. The perishables and the fresh meats are then ordered from the various vendors, and this merchandise is delivered between the hours of 4.30 and 6.00 of the following morning, when it is spotted with the stock items that are to be delivered.

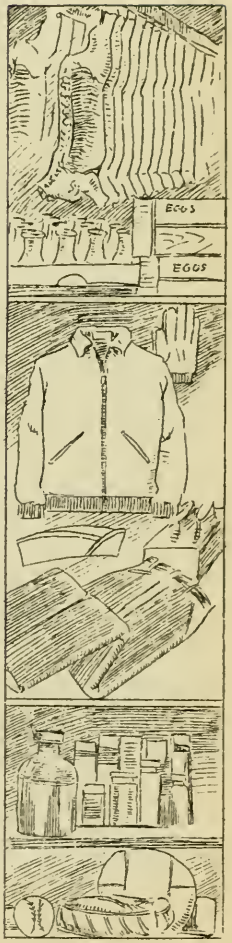
The buying and inspecting of all perishable merchandise--- such as fresh meats, smoked meats, fresh vegetables, and fruit and dairy products come under the supervision of the warehouse. These purchases are made by a competent buyer who has had long experience in the handling of all foodstuffs. The buyer personally inspects the markets, which enables him to purchase the freshest items at all times. All items are selected with the utmost care both as to price and quality. Prompt delivery to the various camps eliminate the possibility of spoilage or staleness by storing or holding quantities of perishables on hand in the warehouse.




Whole, or sides of pork, beef, lamb, and veal are purchased and delivered daily to our butcher, who in turn makes his cuts as ordered from each camp. He also grinds all hamburgers and makes his own sausage. All camps are supplied with fresh milk and buttermilk, cottage cheese, full cream cheese, American cheese and fresh eggs.

Camps are so situated that bi-weekly deliveries are possible, enabling the chef or steward at each camp intelligently to plan menus in advance. When deliveries are made all perishable foodstuffs are immediately transferred to the icebox or to the cool room - some items not requiring as cold refrigeration as others.

This department also works in close cooperation with the area chef or steward, who makes regular inspections of all camps. The purpose of these inspections is to insure that the camp enrollees are given the best of meals, and that these meals are sufficient to satisfy the heartiest appetites of the hardest working individuals in camp.

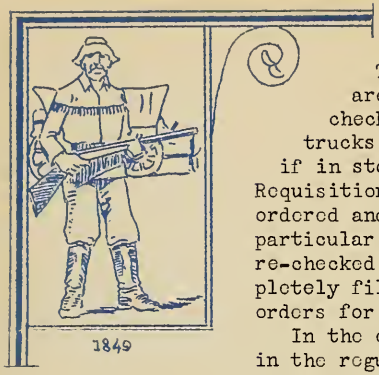



At six o'clock each morning, the warehouse trucks back in for loading, and the staple goods from the floor, the meats and perishables which have just arrived, and the butter, eggs, etc. from the refrigerator are all loaded and dispatched at once on their way by nine o'clock in the morning.

In the clothing stock an adequate assortment of sizes is carried in overalls, denim jackets, shoes, socks, light and heavy underwear, sweaters, caps, straw hats, bandanas, handkerchiefs, blue chambray work shirts, and khaki pants and shirts, suedette jackets, and over-seas caps for the boys' camps. In addition to this, a quantity of canvas rubber-sole shoes is carried for recreational purposes, also a supply of oil clothing and rubber boots. These latter items remain camp property and are not issued to the enrollees except as they are to be used.

In the drug room, a complete list of standard preparations which have been approved by the medical department are carried in stock and are sent to the camps only with the approval of the medical officer in charge of the particular unit.

Far from the old faith in CC pills as a cure for all ailments we now carry in stock approximately 300 items of drugs, preparations, and medications which are in constant use. The drug room also carries a supply of safety razors, blades, shaving soap, tooth powder, tooth brushes and a limited supply of recreational equipment. This includes volley balls and nets, croquet sets, boxing gloves, full baseball equipment, both indoor and regulation, horse shoes, ping pong sets, chess, checkers, dominoes and playing cards. Some dozen different brands of tobacco are carried, in order that the enrollee may be supplied with the tobacco of his preference. After the orders for a particular camp have been put up from the floor sheets, the floor men return these sheets to the transfer desk, having noted the items which have been supplied, with the brand of each. The transfer desk then writes up the items to be supplied on an invoice or "warehouse transfer" which is priced and extended at the inventory price for that particular brand, as far as is covered by the stock items. Perishables and fresh meats, however, cannot be priced until the morning of delivery, so the Kardex clerk and comptometer operator report for duty at six o'clock.




Transfers are completed as fast as perishable goods are received showing the actual pay weights, and are checked and ready for the shipping clerk by the time the trucks report at six o'clock, All food items are supplied if in stock- unavailable items being cancelled.

Requisitions for clothing and equipment out of stock, are back ordered and filed. Upon each following delivery date for that particular camp, the back orders are pulled from the file and re-checked until the order is filled. When the order is completely filled, the requisitions are filed with the completed orders for that particular camp.

In the event that a requisition calls for items not carried in the regular stock, the requisition must be checked and approved by the proper authorities, and a purchase requisition is then made up by the warehouse and sent to the purchasing dept. who purchase these items and have them delivered to the warehouse.

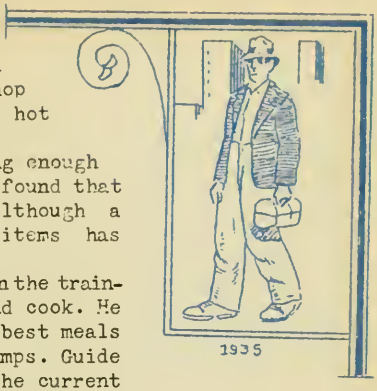
(b) KITCHEN PERSONNEL & TRAINING:

Since the warehouse supplies the best of commodities available, it is the job of the commissary to get the utmost value for the money expended, and at the same time see that the best prepared food is served to the men in the camps and shelters.

In attempting this, our first consideration is the operating personnel. Among the multitude of transients that pass daily through the various centers of the state are great numbers of men who have served as cooks, as waiters, as caterers, and in other capacities in cafes, restaurants, etc. With this wide range of selection, it has been possible to secure workers of unusually high caliber for kitchen and dining room duties. The cook is always an important member of the personnel and is carried on the administrative payroll, as distinguished from the relief rolls. In trying to get the best cook available, we accept applications only from men who have had at least five years experience as cooks. References are carefully investigated, and if they prove satisfactory as to ability and character the applicant is placed in the area training school for cooks.

A competent chef is in charge of each training school - one who has had ample experience in all types of cooking, who is a capable dietician, who is thoroughly trained in costs and experienced in judging the capabilities of men in training. A student in this school undergoes a period of training of from four to eight weeks, depending entirely upon his abilities and his aptitude for adapting himself to quantity cooking and the planning of balanced menus. In this period of training, kitchen sanitation is properly stressed. The applicant is taught the proper seasoning of food. He learns to estimate the quantity required for various groups of men. in order to avoid waste and to plan balanced menus so as to produce necessary food values.

In connection with the training school there is operated a central bakery that supplies all the bread used in the area, - which amounts to approximately 1800 pounds per day. The bakery shop also supplies such pastries as pies, coffee cakes, cinnamon buns, hot breads, and all desserts used in the shelters.




After the applicant has spent the required time in the kitchen he is given the training in the bakery shop that is necessary for him to produce the desserts and hot breads needed in camp.

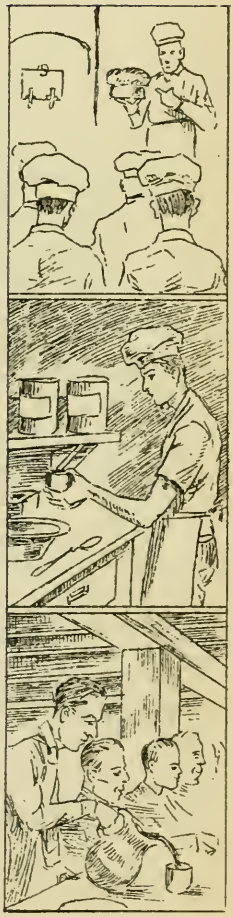
While the bakery project has not been in use long enough to obtain a definite check on results, it has been found that the consumption of bread has practically doubled, although a proportionate decrease in the consumption of other items has maintained costs at the same level.

After the applicant has spent the necessary time in the training school, he is sent to a camp as chef or as second cook. He must then exercise his own ingenuity to produce the best meals possible, as we have no central meal planning for camps. Guide menus are sent out, but these are merely indexes to the current market conditions, and contain all the vegetables of the season according to market and dietary value. Local market conditions and overstocks must always be taken into consideration in local meal planning, as well as climatic conditions that might affect the choice of food to be served.

(c) THE KITCHEN:

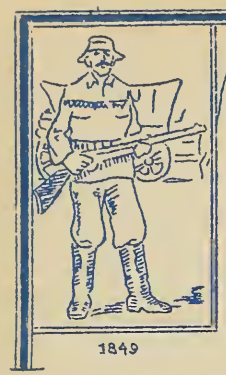
Under the supervision of the chef, competent men are now in charge of the various commissary departments such as the store room, vegetable room, baker, second cook, sanitation details and mess hall details. All kitchen employees are given Wasserman tests and are inoculated against smallpox. Kitchen crews are recruited from men on the relief rolls, and approximately 50% of the administrative cooks were originally taken from the relief line. Cooks are moved from camp to camp in order to insure variety of menus; the tenure of a cook in one center being normally restricted to three months.

A nutritionist is maintained by the central office to assist in the planning of balanced menus. There is also a supervising chef in each area, whose duties consist of spending from four to eight hours per week in each camp as general supervisor over the commissary department, while his contacts with the camps may enable him to make invaluable suggestions as to improving conditions.



(d) THE DINING ROOM:

All dining rooms are maintained in the cafeteria style with steam tables to keep the food hot during the entire serving of the meal. The same economic features that have given the cafeteria such widespread popularity in the commercial restaurant field hold true to the Transient Service. There is a notable difference in personnel requirements, both as regards number of employees and the length of experience required of these employees to insure adequate service. While it is normally possible to secure some men who have had some experience as waiters, it is also possible and thoroughly feasible to mold a dining room crew of efficient and considerate workers from men and boys of very slight experience. In addition to the serving table a waiter is stationed for each sixteen men, and it is his duty to constantly supply the men with hot drinks, bread, butter and second servings. By the cafeteria method, it is possible to serve



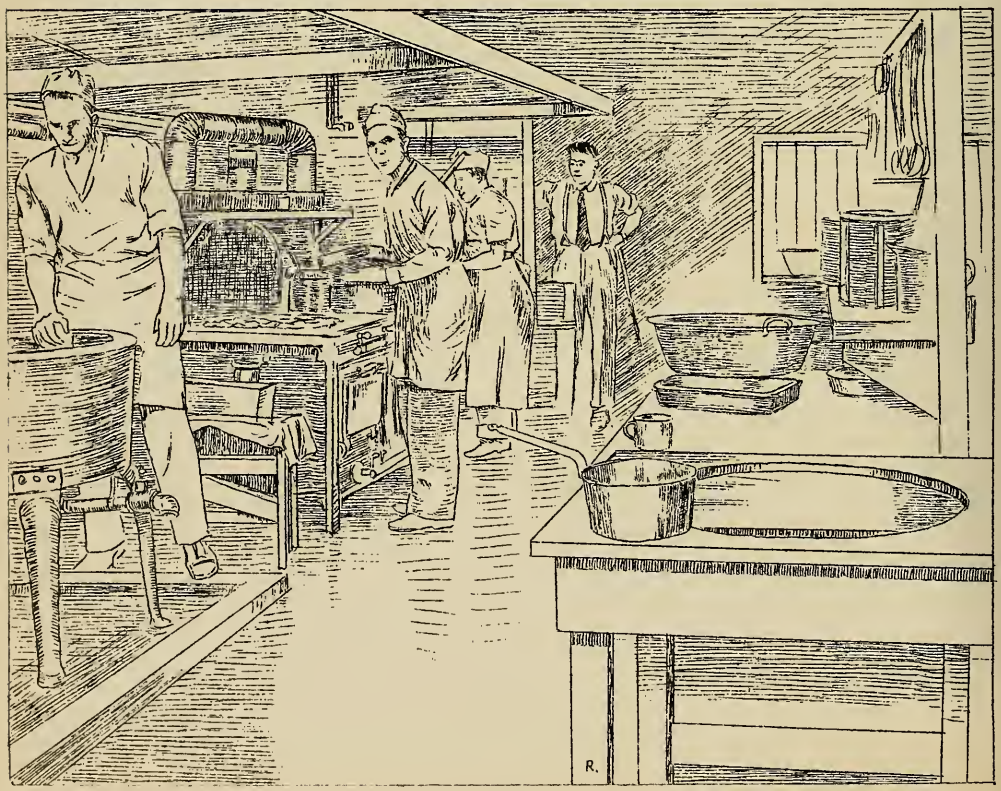

approximately five hundred men in twenty-five minutes. In one of our dining rooms which seats a maximum of 350 men, a total of 5,000 meals has been served in one day. While caring for the Alaskan expedition both of the San Francisco shelters handled three separate setups at each meal without difficulty.

(c) SUPPLIES AND RECORDS:

A perpetual inventory and daily cost system are installed, in each storeroom, enabling the chef and director to keep an accurate daily check. The reverse side of the daily cost sheet is utilized to picture the day's operations, such as menus, distribution of materials, left-overs, and any special diets that may be prepared for the hospital or infirmary.

When the chef requisitions from the warehouse, he attaches a prepared menu for the period of time covered by the order. These menus are carefully checked by the area chef in cooperation -- with the warehouse officers, thus avoiding overstocking -- and waste of food commodities.

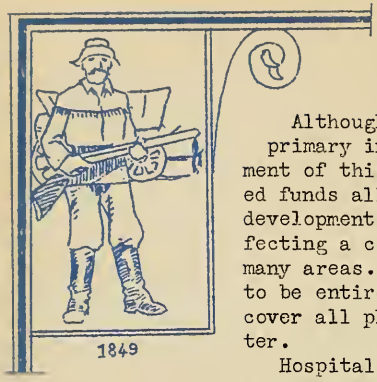
A special menu, which was selected at random from menus sent to the Main Office, is appended hereto.



MENU FOR WEEK ENDING APRIL 27, 1935

| | BREAKFAST | DINNER | SUPPER |
|---|---|---|---|
| SUNDAY | Fresh Tangerines<br>Cream of Wheat<br>Sausage Cakes<br>Country Gravy<br>Boiled Eggs<br>Hash Brown Potatoes | Cream of Tomato Soup<br>Steamed Frankfurters<br>Creamed Celery<br>Spanish Rice<br>Fresh Spinach<br>Shredded Lettuce Salad<br>Cabinet Pudding | Roast Sirloin Beef au Jus<br>Rissoli Potatoes<br>String Beans<br>Creamed Carrots<br>Fruit Salad-Cream Dressing |
| MONDAY | Half Orange<br>Corn Flakes and Cream<br>Creamed Beef on Toast<br>Fried Potatoes<br>Stewed Prunes | Rice Tomato Soup<br>Macaroni and Cheese<br>Stewed Tomatoes<br>Buttered Cauliflower<br>Fruit Pudding | Hamburger Steak-Onion Sauce<br>Fresh Spinach<br>Cubed Potatoes<br>Steamed Artichokes<br>Rhubarb Pie |
| TUESDAY | Stewed Prunes<br>Oatmeal and Cream<br>Molasses Cakes<br>Maple Syrup | Mulligatawney Soup<br>Lamb Curry-Steamed Rice<br>Braised Carrots<br>Brussels Sprouts<br>Cole-Slaw Salad<br>Sago Pudding | Baked Short Ribs<br>Horse Radish Sauce<br>Macaroni au Gratin<br>Creamed Celery<br>Buttered Turnips<br>Rhubarb Pie |
| WEDNESDAY | Rhubarb Sauce<br>Corn Meal and Cream<br>Creamed Bologna<br>on Toast<br>Hash Brown Potatoes | German Lentil Soup<br>Baked Black Eyed Peas<br>with Salt Pork<br>Fresh Spinach<br>Creamed Carrots<br>Combination Salad<br>Crushed Peach Pudding | Corned Beef<br>Boiled Cabbage<br>Bouillion Potatoes<br>Hollandaise Sauce<br>Steamed Artichokes<br>Banana Cream Pie |
| THURSDAY | Fresh Tangerines<br>Shredded Wheat<br>Biscuits<br>Sauted Hominy<br>Grilled Bacon | Navy Bean Soup<br>Lamb Fricassee<br>Parsley Dumplings<br>Mashed Turnips<br>Steamed Artichokes<br>Radishes-Green Onions<br>Indian Pudding | Potted Swiss Steak<br>Bordelaise Sauce<br>Mashed or Escalloped<br>Potatoes<br>Fresh Spinach<br>Spice Cake |
| FRIDAY | Stewed Black Figs<br>Cream of Wheat<br>with Cream<br>French Dipped Toast<br>Currant Jelly | Boston Fish Chowder<br>Filet of Sole-Egg Sauce<br>Buttered Carrots<br>Black Eyed Peas<br>Waldorf Salad<br>Cabinet Pudding | Roast Leg of Lamb<br>Raisin Dressing<br>Candied Sweet Potatoes<br>Brown Gravy<br>Fresh Spinach<br>Peach Custard Snail |
| SATURDAY | Fresh Grapefruit<br>Bran Flakes<br>with Cream<br>Sausage Cakes<br>Country Gravy | Scotch Barley Broth<br>Baked Spaghetti-Italiano<br>Stewed Tomatoes<br>Buttered Turnips<br>Combination Salad<br>Fruit Custard Pudding | Briskct of Corned Beef<br>Steamed Cabbage<br>Parsley Potatoes<br>Creamed Carrots<br>Pumpkin Pie |

Bread, Butter-O, and Coffee, Tea or Hot Cocoa served with all Meals.
(The above was selected at random from Menus sent in to the Main Office)

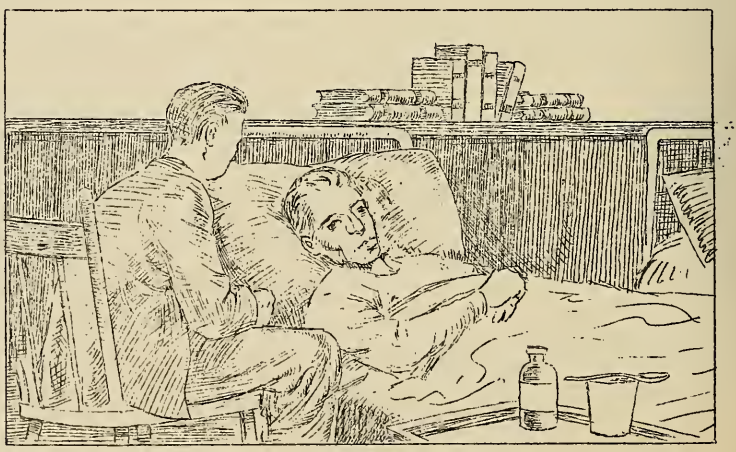



## - VI -
## HOSPITAL FACILITIES

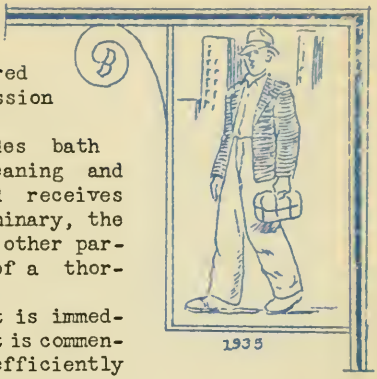
Although the hospital might well be considered a unit of primary importance in any concentration center, the development of this branch of the service was long retarded by limited funds allowed for medication. Another factor in this slow development was the difficulty constantly experienced in effecting a cooperative set-up with the county authorities in many areas. This cooperation is necessary if our service is to be entirely effective, for it is impossible to adequately cover all phases of hospital service and surgery in the shelter.

Hospital facilities were originally restricted to first-aid units, which were installed for emergency treatment only. With the unexpected high and ever increasing enrollment of transients, so many cases requiring specialized medical treatment were encountered that it was found necessary to enlarge the first-aid units to hospital wards.

A registered physician is in charge of hospitalization and medication in each area, and whenever additional service has been found necessary, his services have been augmented by the assistance of a second physician, either on a whole or part time basis. Every concentration and treatment center maintains a fully equipped first-aid unit; and a first-aid man, who is qualified to give emergency treatments, is always on the grounds. Cases requiring other than emergency treatment and cases that cannot be adequately treated in the camps are referred to the area hospital. Emergency cases requiring immediate treatment are referred to the county hospital. In isolated instances our surgeons have successfully performed tonsilectomy and appendectomy operations with the assistance of an outside anesthetist.



## A TYPICAL SHELTER HOSPITAL

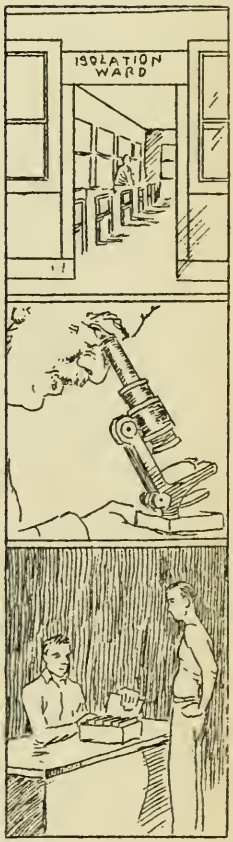



As an example of the types of medical aid required and the comparative cost of such treatment, a discussion of a typical California shelter hospital follows.

Having passed through the clean-up, which includes bath and the removal of his clothing for fumigation, cleaning and laundering, the man is supplied with "relievers" and receives the preliminary medical examination. In this preliminary, the man is examined for venereal disease, dermatitus and other parasites. Eyes, teeth and ears are also the subject of a thorough examination.

If communicable disease is discovered, the patient is immediately referred to the isolation ward, and treatment is commenced. This ward has a capacity of 36 beds, and has efficiently met all requirements of the intake.

Venereal patients are referred to a special ward and are given the opportunity to remain until a complete cure is effected. This ward is exclusively for such patients and they are not permitted to mingle with patients in other wards. Venereal patients are compelled by house rules to wear "relievers" from 6 P.M. until 10 A.M., insuring that they remain in the shelter. A venereal lavatory, fitted with the necessary equipment for administering injections and high irrigations as recommended by the medical officer in charge, is also maintained. Complete courses of luetics are given and separate charts and records are kept of all cases under venereal and luetic treatment.



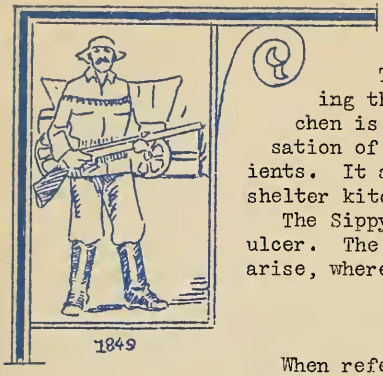

An electric sterilizer has been installed, and the mechanical apparatus used in operations and experiments is considered adequate to meet the many complex calls made upon it by emergencies. The laboratory is equipped to take smears, urin-analysis, sputum tests and blood counts.

## DISPENSARY

The dispensary contains the equipment that is used in any well-equipped first-aid station and sufficient pharmaceuticals are carried to compound any prescription required by the intake. The dispensary is in charge of a competent first-aid man who is fully experienced in all branches of compounding and dispensation, and well able to meet all the requirements of the thousands of minor ailments that are encountered.

For the great number who come off the road suffering from under-nourishment and malnutrition, special diets and treatment are given. Numerous cases of skin disease are encountered due largely to improper diet and the lack of nourishing food. Five thousand different forms of skin disease can be traced directly to the types of food that are forced upon these men by the vagaries of their life.

The treatment for under-nourishment consists largely of a diet of fresh vegetables, citrus fruits and codliver oil, with certain other sustaining foods which will rebuild the man's resistance and vitality.



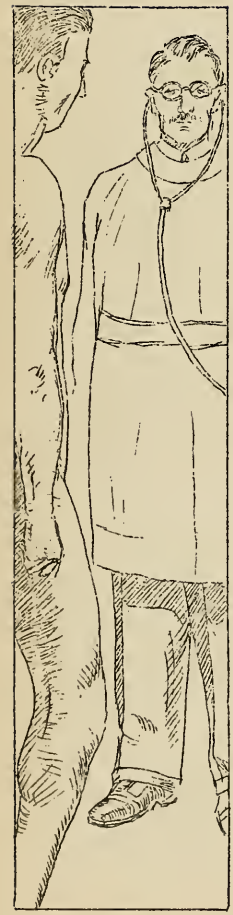

## DIET KITCHEN

The diet kitchen has been installed as a unit linking the hospital with the regular kitchen. The diet kitchen is primarily intended for the preparation and dispensation of special diets and foods required by the bed patients. It also has facilities for several such foods from the shelter kitchen as are used in the hospital.

The Sippy diet is used for patients suffering from gastric ulcer. The various types of special diets are used as cases arise, where their need is evidenced.

## CAMP EXAMINATIONS

When referred to a camp in the area the client is subjected to a further medical examination which determines his condition and fitness for active work. This examination is considerably more thorough than the preliminary examination, insuring that only able bodied men, fit to withstand the rigors of such a life, are sent to the camps.



The examination includes the respiratory and cardiac systems, bones and joints, eyes, ears, nose and throat, and neuropsychopathic condition. The applicant is examined for the presence of hemorroids, neurosis, pediculosis, varicocele, and hernia. The past medical history is taken in detail. A complete record is made of his general physical condition, and he is classified under one of several categories. He may be admissible to camp for regular duty, or for lighter duties only. If he is unable to work, due to some condition that is possible to rectify, he is treated at the shelter hospital until this condition no longer exists.

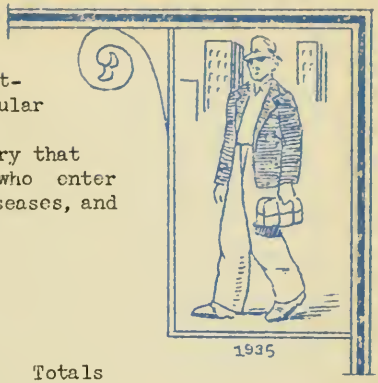
## SURGICAL FACILITIES

The surgical ward is equipped to treat any emergency case, or to perform minor operations as the discretion of the medical officer in charge may deem them advisable. Sufficient apparati is carried to meet any major emergency that may arise. The surgery is seldom called upon for major operations.

## CLINICS

Various private and public clinics have been contacted for specialized treatment required in cases of eye, ear, nose and throat trouble and in cases of such diseases as cancer where X-ray treatments are necessary. Patients are sent to those clinics with referral slips, and in some cases the transient service has been able to withstand small cost treatments which are deemed absolutely necessary to the individual's health.

Dentists have been contacted to handle the extraction of teeth and emergency care, but not of the production of dental plates. The voluntary use of such clinics has been of unestimable value to the transient service, and on several occasions the presence of such a clinic facilities has saved individual lives or prevented a present ailment from permanently disabling the patient.




## DEPARTMENT OF PUBLIC HEALTH

Through Community Chest influence various Departments of Public Health provide treatment for tubercular cases referred by the shelter.

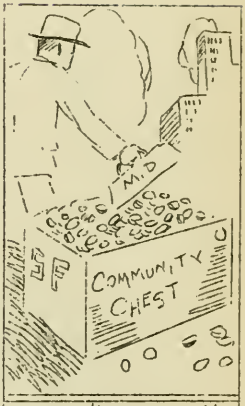
A standing rule of the hospital has made it mandatory that a reference file be maintained, listing all persons who enter the shelter suffering from infectious or venereal diseases, and all persons showing symptoms of tuberculosis.

### COST RECORDS

| | Laboratory & Examinations | Clinic | Hospital | Totals |
|---|---|---|---|---|
| Salaries | $633.21 | 633.22 | 633.22 | 1899.65 |
| Medicine and Drugs | ------ | 346.23 | 346.23 | 692.46 |
| Laundry | ------ | ------ | 518.83 | 518.83 |
| Ice | ------ | ------ | 33.38 | 33.38 |
| Light | ------ | 24.00 | 48.00 | 72.00 |
| Rent | ------ | 190.89 | 281.79 | 572.68 |
| Meals | ------ | ------ | 947.10 | 947.10 |
| TOTALS - - - - - - | $633.21 | 1194.34 | 2908.55 | 4736.10 |

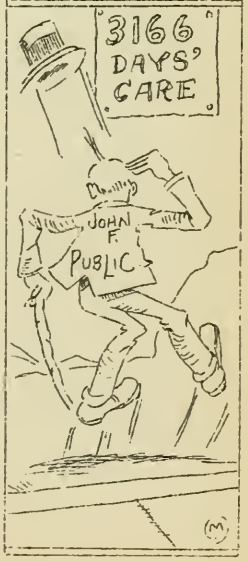
Cost of Equipment - - - - - - - - - - - - - - - - - - - - - - - $534.90
Contracted Clinic Care (Special Work)- - - - - - - - - - $371.50

(N.B.: Salaries are evenly divided among hospital, clinic, and the giving of physical examinations and laboratory tests. Medicine and drugs are evenly divided between hospital and clinic. Lighting and rental expense are allocated on the basis of 1/3 to the clinic and 2/3 to the hospital. Meal costs are estimated at 10¢ per meal, which ranges from two to four cents higher than the meal costs of the shelter as a whole.)




### STATISTICS OF TREATMENTS

| | HOSPITAL | | CLINIC | |
|---|---|---|---|---|
| Disease Classification | Number of Patients | Days Care | Number of Patients | Days Care |
| Respiratory | 345 | 1321 | 2039 | 3676 |
| Gastro Intestinal | 35 | 184 | 1174 | 1586 |
| Eye, Ear, Nose, Throat | 44 | 190 | 420 | 1380 |
| Injuries | 50 | 370 | 1390 | 1905 |
| Minor Surgical | 63 | 418 | 1307 | 2096 |
| Nervous Disorders | 26 | 78 | 454 | 624 |
| Contagious | 8 | 38 | ---- | ---- |
| Skin | 41 | 194 | 1538 | 2503 |
| Cardiac | 4 | 9 | 24 | 28 |
| Dental | 2 | 10 | 246 | 425 |
| Venereal | 45 | 354 | 607 | 12172 |
| TOTALS - - - - - - - - | 668 | 3166 | 9199 | 26395 |



SUMMARY

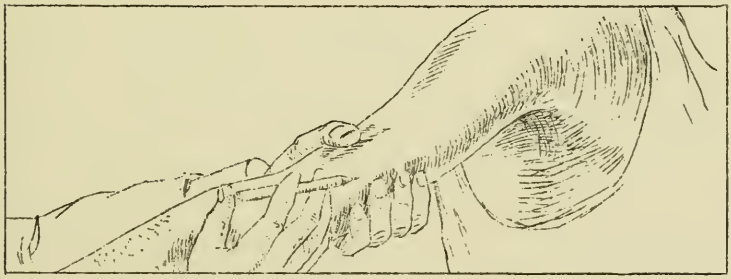
| | | |
|---|---|---|
| Total Number of Cases: | | |
| | Hospital | 668 |
| | Clinic | 9199 |
| | Laboratory Tests & Examination | 25056 |
| | TOTAL | 34923 |
| Total Cost for Medical Aid: | | |
| | Hospital | $2908.55 |
| | Clinic | 1510.94 |
| | Laboratory Tests & Examination | 316.61 |
| | TOTAL | $4736.10 |
| Total Number of Treatments: | | |
| | Hospitalization Cases (in days) | 3166 |
| | Clinic Cases | 26395 |
| | Laboratory Tests & Examination | 34923 |
| Average Cost: | | |
| | Per Diem Cost per hospital case | $0.918 |
| | Per Treatment Cost per Clinic Case | .045 |
| | Cost per Exam. or Lab. Test | 0.025 |
| | Per Case Cost to Hospital | 4.354 |
| | Per Case Cost to Clinic | .119 |

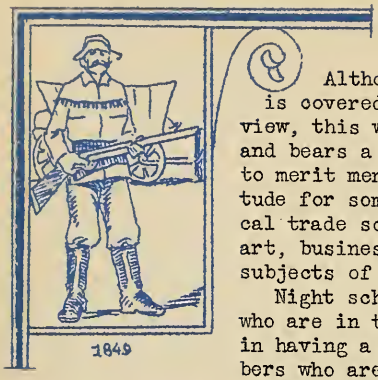
## CONTAGIOUS DISEASES

Beginning February, 1935, the State Central Office requested a weekly report from each unit in the state with regard to the number of communicable diseases among all units caring for unattached men and boys. From that time to June 27, inclusive, a total of 21 weeks, the following cases of communicable diseases were reported,

### COMMUNICABLE DISEASES IN MEN'S BUREAUS

| | | | |
|---|---|---|---|
| Angina | 7 | Malaria | 20 |
| Athlete's Foot | 11 | Measles | 22 |
| Chancroid | 3 | Meningitis | 4 |
| Chicken Pox | 3 | Mumps | 29 |
| Conjunctivitis | 16 | Pediculosis | 221 |
| Dysentery | 3 | Pneumonia | 32 |
| Encephalitis | 1 | Ringworm | 7 |
| Epidermophytosis | 1 | Scabies | 195 |
| Erysipelas | 95 | Scarlet Fever | 3 |
| Food Infection | 2 | Septic Sore Throat | 1 |
| Gonorrhea | 3156 | Syphilis | 1184 |
| Impetigo | 10 | Tuberculosis | 148 |
| Infantile Paralysis | 1 | Vincent's Infection | 39 |
| Influenza | 122 | | |






- VII -

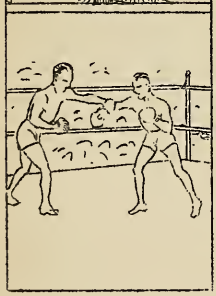
## EDUCATION AND RECREATION

Although the work of the Emergency Educational Program is covered in some detail in the second chapter of this review, this work has an important place in the transient program, and bears a relation to physical care sufficiently important to merit mention here. Men and boys showing particular aptitude for some specialized subject have been placed in technical trade schools by the Transient Bureau—some having taken up art, business courses, courses in Diesel Engineering, and other subjects of utilitarian value.

Night schools are available in most area centers, and those who are in the larger city shelters are particularly fortunate in having a wide choice of subjects and schools. The large numbers who are interested in cultural development is amazing. It is practically impossible to enter the reading room in any city library without seeing someone from the Federal Shelter deeply interested in learning. Many are holders of library cards.

Fully aware that "all work and no play makes Jack a dull boy", the Transient Service has recognized the items of recreation and regular entertainment as important factors in the work of rehabilitation.

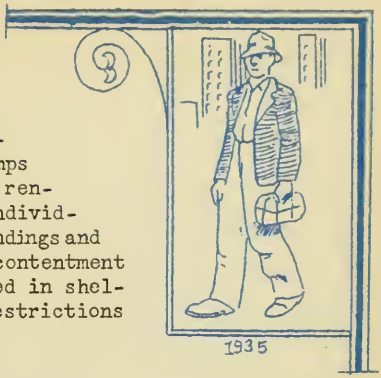
Despite the limited supply of athletic equipment that is available for camps or shelters, practically every center has its baseball team and inter-camp games provide one of the greatest sources of recreational interest. Boxing matches are another source of enjoyment that the "fans" demand at frequent intervals and much friendly rivalry is evidenced during the scheduled meets.



Among the intake can always be found many men who at one time or another have been professional performers and the services of these men have been offered cheerfully in providing entertainment for their fellow transients. Several centers stage well-organized shows at frequent intervals which are always well attended and appreciated.

In the larger centers the local SERA cooperate with the shelter in assigning orchestras and groups of professional entertainers, in providing occasional shows for the men under care, and whose presentations do much towards raising the morale of those who would otherwise be confined to the narrow limits of shelter recreation.

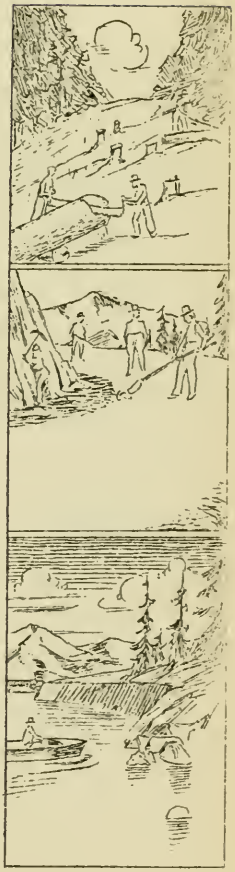
# B. THE CAMP SITUATION




AS THE SECOND STEP immediately following the shelter, in the physical care of transient men, camps were established where an extended stay should render the client more susceptible to both group and individualized treatments. Healthful and attractive surroundings and a pleasant atmosphere are invariably conducive to a contentment and degree of satisfaction that can never be attained in shelters situated in the midst of the grime, noise and restrictions of the larger cities.

## - I -
## PREREQUISITES

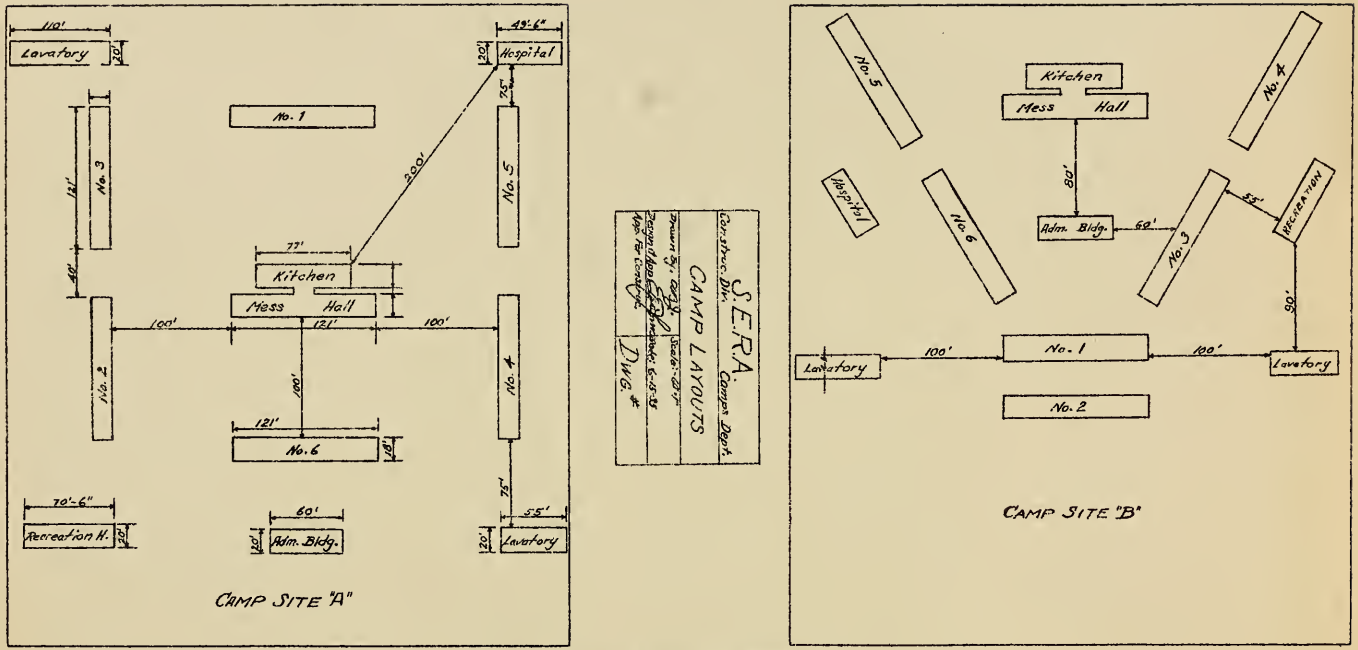
Every camp, to be successfully established, must be so situated that many prerequisites are satisfied. Although adaptability to efficient physical care may be the most important consideration in the final analysis, the proximity of one or more work projects that will interest and help to stabilize the men who are to participate, is a fundamental consideration. These projects must be of such magnitude that they will provide constant employment for 250 men for at least one year. The work must be of such a nature that it will prove a public service rather than a mere absorption of labor. Those who will supervise the work must be assigned to the task by the State or the Federal department for whose material benefit the work is to be performed.



When the fundamental requisite of a satisfactory work program is satisfied, a location is selected that will be reasonably close to the work to be done——at the same time embodying the chief requisites for the good health and well-being of the men——such as physical appearance, water supply, sanitation, etc. The site should be selected which would give the maximum comfort to the men during the time spent in camp——by avoiding extremes such as exposure to heavy winds, and extreme heat or cold due to dead air pockets.

WATER:

Before final approval is given to any proposed camp site, investigation is made of all available water, and an analysis is made to determine its potability and to discover the presence of any chemicals that might be detrimental to its uses in the water heating units and pipe systems. Where a choice must be made between spring water and known and developed permanent supply, and where all other factors such as distance to source of supply, gravity, flow, etc. are equal, the permanent supply is given preference over springs that might fail during a dry period. Where a head of water sufficient to operate a waterwheel is available, such power is utilized, and the water wheel is used to drive an electric light and power unit for the camp, providing always that the water measures up to all other requirements.



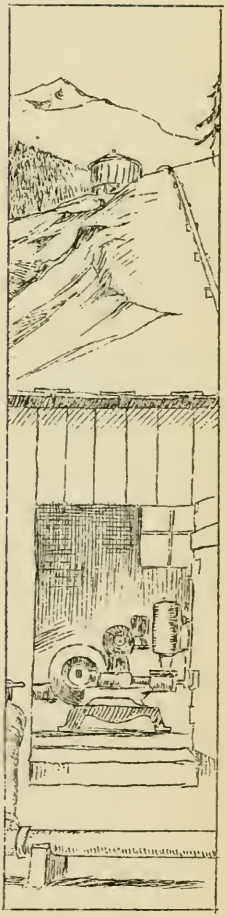

Layouts According To Dimensions On State Camps

The normal minimum supply of water must be equal to the following requirements:

| Use | Consumption per Day per Man |
|---|---|
| Toilets | 10 gallons |
| Bath water and showers | 12 " |
| Cooking | 10 " |
| Washing hands and face | 5 " |
| Washing dishes | 3 " |
| Laundering | 6 " |
| Domestic drinking | 4 " |
| Total per man - - - - - | 50 gallons |

As the standard camp is planned for an enrollment of 240 men a water supply sufficient for 250 men is considered adequate for safety—which means that a supply of 12,500 gallons per day must be assured. If the water cannot be secured from gravity-flow with sufficient head to give 10 pounds pressure, itis necessary to supply a storage tank at sufficient elevation to give the required pressure—the water being boosted to the tank by a small pumping unit.

Obviously, the water source must always be free from any present pollution or any possibility of pollution in the future.



TRANSPORTATION:

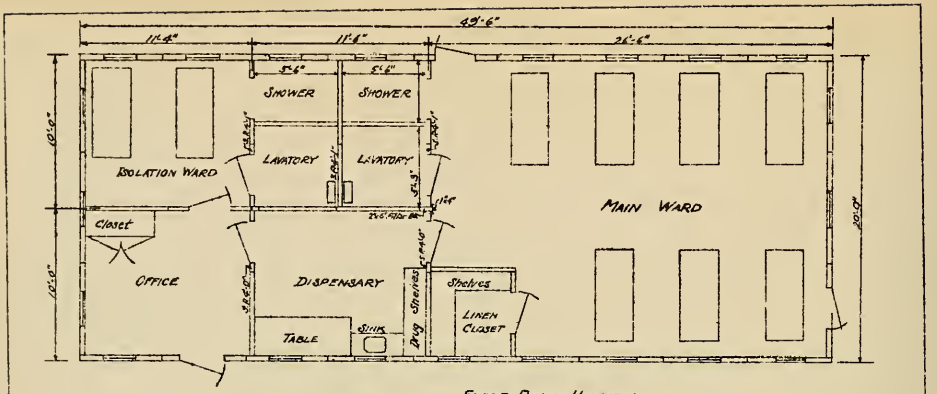
Another factor that must always be considered in selecting a camp site is the availability of the location for transportation. The camp must be accessible for trucks and not too far away from an urban center—not only to reduce transportation cost but to afford quick service in the event of an emergency case requiring hospitalization. Supply trucks regularly go to and from camp several times each week, and the condition of the road and the distance of the haul is an important factor in the expense of maintaining the camp.

RECREATION:

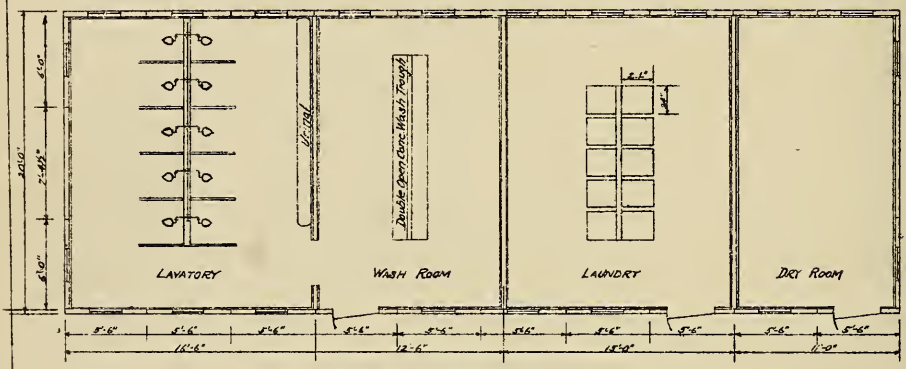
All other requirements being satisfied, the camp site is inspected to insure ample space for recreational activities. Beautiful and healthful surroundings always render a situation more acceptable for the construction of a camp—since peace of mind, mental balance and health are all important factors in the process of social rehabilitation.

## - II -
## CAMP PLANNING

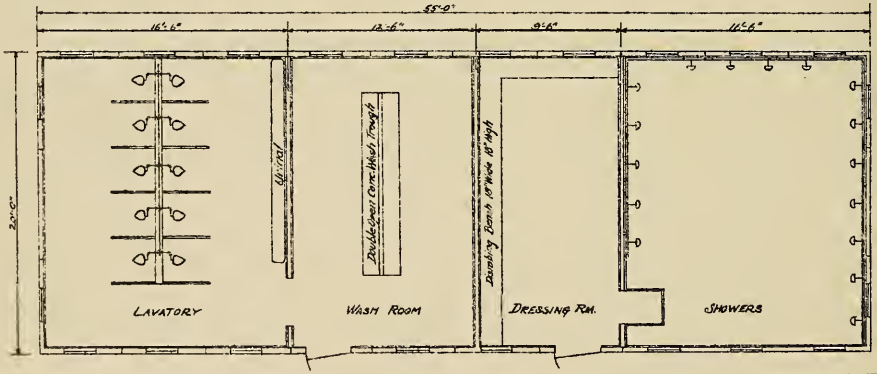
At the outset of the transient camp program, camps that were in shape for immediate occupancy were the object of an intensive and hurried search. Various types were taken over by the Transient Service at that time—among them being Forestry camps, vacant CCC camps and even a one-time prison camp. While these served the purpose of emergency treatment centers, all of them had faults of greater or lesser degree which rendered them not wholly suitable for our purpose. Through intensive study of the camps in use all over the country, the best features of




FLOOR PLAN - HOSPITAL



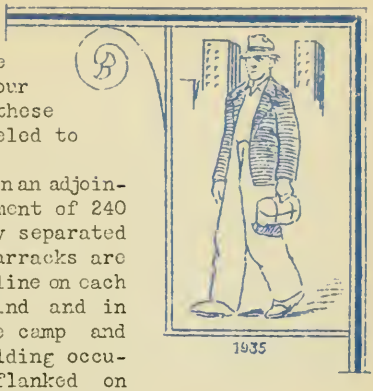

FLOOR PLANS LAVATORY ETC.
Scale 1/4"-1'-0"




| S.E.R.A. | |
|---|---|
| Const. Div. | Camps Dept. |
| FLOOR PLANS HOSPITAL & WASH ROOMS | |
| Drawn By: | Date 6-17-35 |
| Design Approved: | Scale 1/4"-1'-0" |
| App. For Construct. | DWG # |

these camps were incorporated in the plans that were developed for a camp that would be satisfactory to our own purpose. All camps are now constructed along these lines and the older camps are gradually being remodeled to meet the requirements of the most modern type.

The standard camp—two plans of which are given on an adjoining page, is designed to care for a maximum enrollment of 240 men. Each camp has six bunkhouses of 40 men capacity separated to make twelve barracks of 20 men capacity. These barracks are grouped around the mess hall and kitchen—two on a line on each side of the mess hall—and single barracks both behind and in front of the mess hall, which faces the front of the camp and has the kitchen to the rear. The administration building occupies a central position at the front of the camp, flanked on one side by the recreation hall and on the other by lavatories. The hospital is at the back and at one corner of the building group, with lavatories at the other rear corner. Distances from building to building are arbitrarily set by regulations, and these regulations are religiously followed.




While this chapter is concerned with the camps for single transient men, various specialized types of camps are in use, including those for boys, for incapacitated men, and the special treatment centers.

- III -

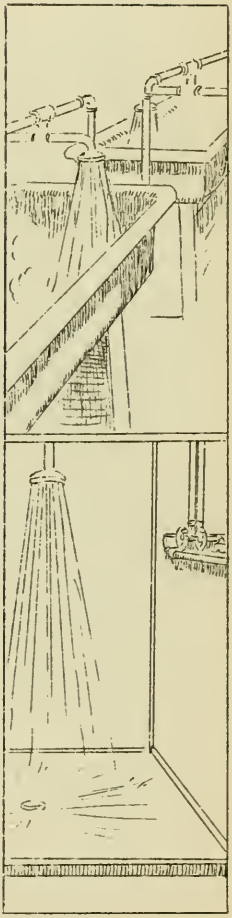
PHYSICAL NECESSITIES

(a) PLUMBING:

Plumbing fixtures have been selected to meet the requirements of sanitation and the comfort of the men, yet keep the water requirements to a minimum. The flush type valve has been selected, as the saving in water consumption when compared to that required by the use of other flushing devices is considerable. This valve uses 2½ gallons of water for each flush, operating on a ten-pound pressure with a 2½" pipe line to each battery of ten toilets.

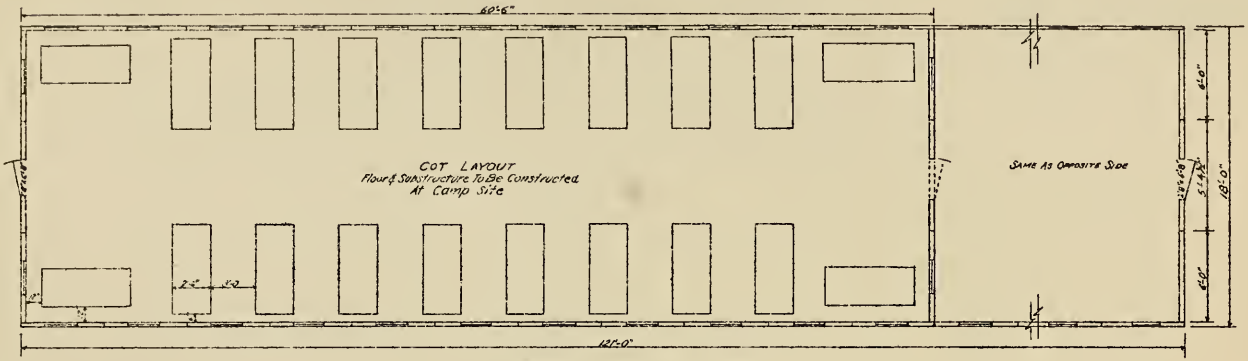
The refresher head for showers, a ball and socket head with an adjustable spray, effects a considerable saving in the amount of water consumed. This head has a controlled water temperature mixing valve where the water is drawn from the hot water storage tanks in order to give an adequate supply of water of the proper temperature for each shower. It has been found that the increase in the water consumed is considerable where the showers are left to be regulated as to temperature by each individual man.

One seat and one washbowl to each ten men, and one shower head to each twenty men is a minimum requirement. Showers, toilets and wash rooms have cement floors, all properly drained. An antiseptic foot bath is provided at the entrance to the shower rooms.

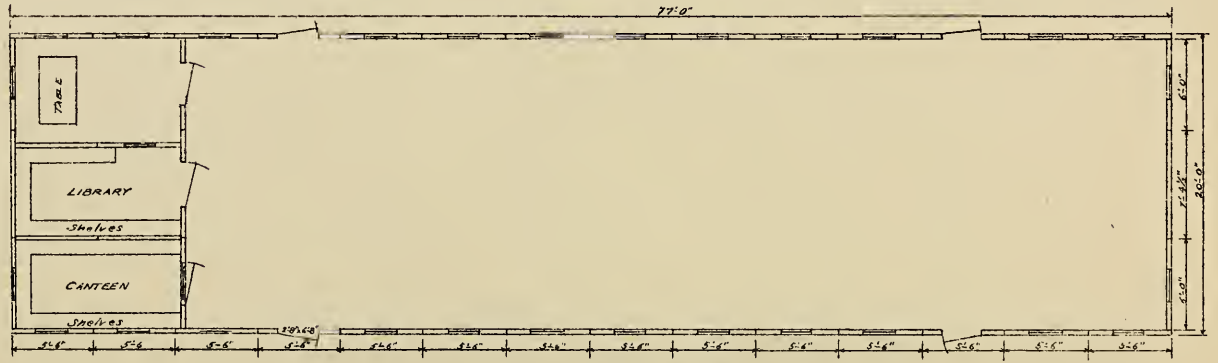


(b) WATER HEATING UNITS:

Considering the minimum and maximum heat requirements for human needs and for kitchen and laundry usage, as well as the peak-loads for the various uses occuring at different times, it has been determined that economies are effected by the in-

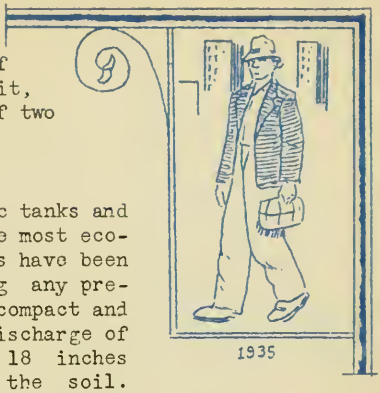



BARRACKS FOR 20 OR 40 MEN




RECREATION HALL

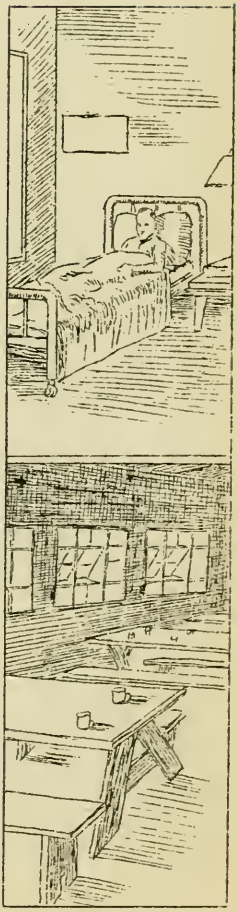
A.B.T.




stallation of two heating units. The first cost of the two units is less than that of one central unit, and experience has proved that the operating cost of two units is also less.

(c) SEWAGE AND WASTE DISPOSAL:

Wherever possible, sites are selected where septic tanks and sub-surface irrigation can be used, as these are the most economical and sanitary forms of drainage. Precautions have been taken that there shall be no danger of contaminating any present or future water supply. Soil should not be too compact and preferably of a sandy nature, allowing for the discharge of sewage through tile laid in the ground from 10 to 18 inches deep, in rows spaced according to the character of the soil. Sewage is piped direct to the septic tank, where it is retained from two to three days. This allows sufficient time for the chemical action that destroys the organic matter and gives a clear effluent to be set up, yet the sewage is not retained long enough to result in noxious odors. Bath and wash water is received direct in a skim box equipped with baffles, and kitchen waste is received in a grease trap that makes commercial recovery of the grease. The effluent from the skim box, septic tank and grease trap is then received in a common switch box from which the flow is directed to the leaching lines. This eliminates the possibility of anything from the bath or wash water or kitchen waste getting into the septic tank and retarding the chemical action of the sewage. An automatic syphon is used so that the sewage effluent is applied for a short interval to the various sections, after which there is a considerable rest before another application. The leaching lines with cess-pools at the ends are divided into two or three sections, which are used in rotation.



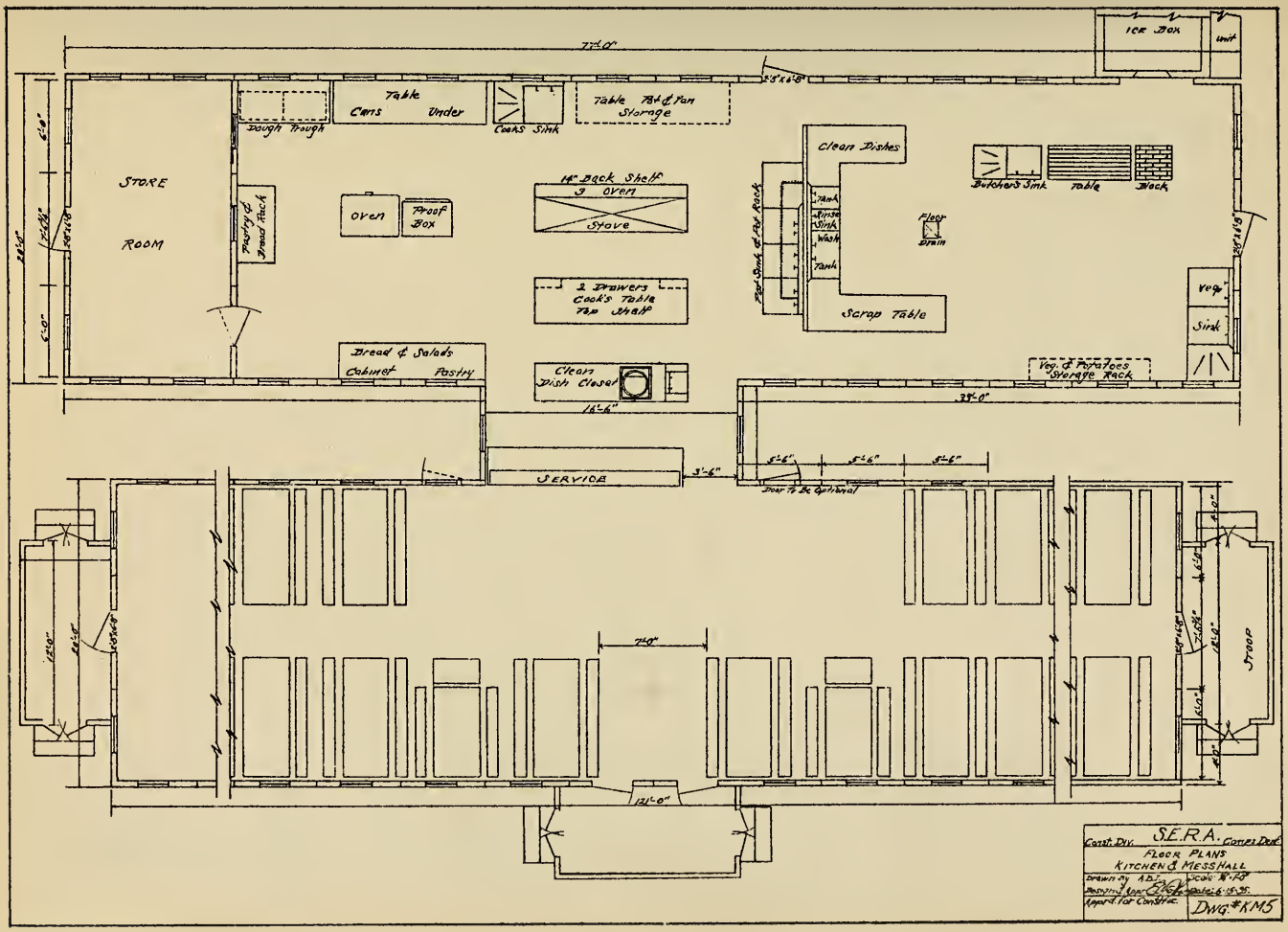
(d) BUILDING CONSTRUCTION:

The barracks are all built to a 40 man capacity, and are 121 feet in length. They are partitioned so that not more than 20 men shall sleep in one room. They are constructed with wall panels 5' 6" in width, in order to give the required window opening, and to provide spacing between beds in conformity with government requirements. Due to the economy in construction possible, from concentrating on one size of panel, this panel has been adopted as standard and is used whenever possible.

The administration building is planned to provide the necessary facilities for proper handling of the men, to care for all clerical and administrative detail, and to exercise control of all camp activities.

The hospital provides a separate office and clinic together with ample waiting room space and quarters for the night attendant. A minimum space for six beds is provided, with space for a two-bed isolation ward when required. All the requirements to provide for sickness or injury to the men, are provided for.

The recreation building is constructed to give ample space for indoor recreation and rest, games and a library. Storage space for athletic equipment is provided, as well as a canteen

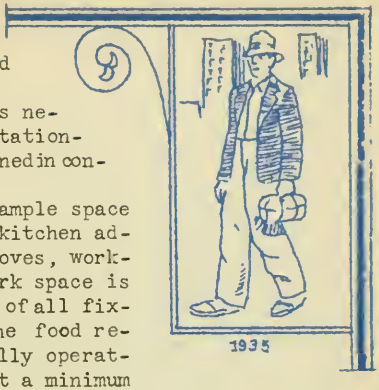



| | |
|---|---|
| Const. Div. | S.E.R.A. Comfel Dept. |
| | FLOOR PLANS KITCHEN & MESS HALL |
| Drawn by A.B.L. | Scale 1/4"=1'-0" |
| Tracing by Sam Sack | Date 6-15-35 |
| Approved for Constr'n. | Dwg. # KM5 |

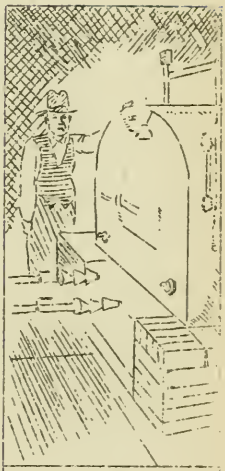
and post office. Facilities are made for organized entertainment and for the erection of a stage.

The laundry and wash rooms provide all facilities necessary for the men to do their own laundry work. Stationary tubs are provided, and a drying room is maintained in connection with the laundry.

The kitchen and mess halls are constructed with ample space to care for the maximum capacity of the camp. The kitchen adjoins the mess hall, and is equipped with sinks, stoves, worktables, utensil racks and service tables. Ample work space is provided to give open access to at least three sides of all fixtures. An ice box with ample capacity to handle the food requirements of 240 men is provided, with an electrically operated refrigeration unit. It is required that water at a minimum temperature of 176 degrees shall be used to meet sanitary requirements.




Buildings are heated either by a central heating unit or by a local heater—the method being determined by economies and local conditions. Where commercial electricity is not available a central electric light and power plant is provided. Where water of sufficient quantity and head to drive a waterwheel is not available, the power unit will be driven by gas or Diesel engine.



All buildings are to be painted with two coats of zinc and oil paint—the building to be a light tan in color, trimmed in bright green, with black sashes and screens. This gives a good preservative coating to the structures and is at the same time very pleasing to the eye, which is a large factor in preserving contentment among the men in camp.

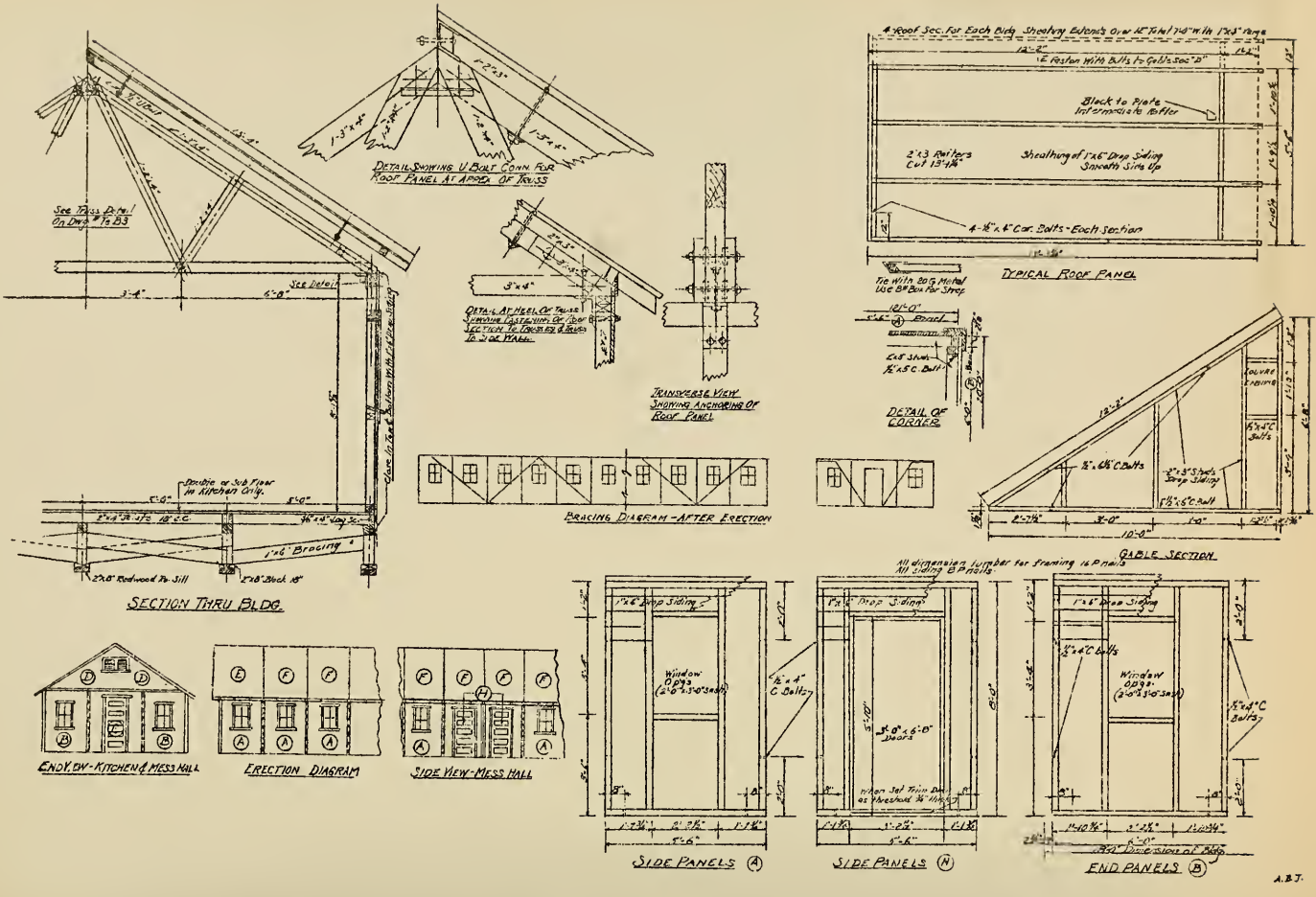
All windows and doors will be equipped with screens and all other openings will be screened as a protection against flies and other insects.

The underpinning and flooring are built in place on the site but is so constructed that it can be cut up in sections with a skill saw and used again—thus salvaging approximately 50% of the underpinning and floor material in case it should be necessary to move the camp at any future date. The balance of the buildings, being constructed of portable panels, can be readily dismantled and reassembled.

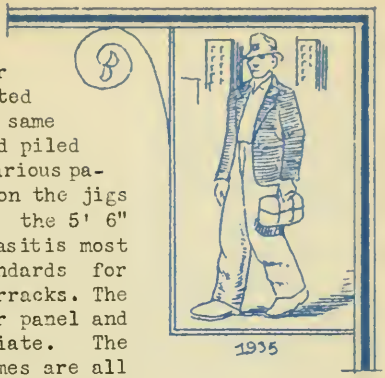
The stresses used for wind bracing and all structural members are such as will care for maximum loads, both live and dead that the structure will be called upon to carry—thus guaranteeing a maximum of safety to the men. The stresses used comply with all federal and state regulations.

As stated in the foregoing, the buildings, except for underpinning and flooring, are made of portable units which are constructed in a central shop and shipped by truck to the various camp sites. The shop is equipped with combination rip and cut-off saws, trim saws, band saws, boring machine, etc., and any other equipment that is necessary to efficient work. A portable electric boring machine and drill is used in the construction of the trusses to bore holes for the bolt connections and the grooves for the circular split rings used at the joints.

Jigs have been constructed with the working surface 2' 3" above the floor—this being a convenient height for the men to

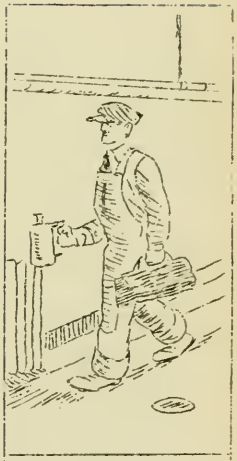

4 Roof Sec. For Each Bldg. Sheathing Extends Over 12" Wall 7/8" W. In 1"x3" Rafts
12'-2"
1E Fastened With Bolts to Girts Sec "D"
Block to Plate Intermediate Rafter
2"x3 Rafters Cut 13'-1½"
Sheathing of 1"x6" Drop Siding Smooth Side Up
4-½" x 6" Car. Bolts - Each Section
Tie With 20 G. Metal Use 8d Box for Strap
TYPICAL ROOF PANEL
DETAIL SHOWING U BOLT CONN. FOR ROOF PANEL AT APEX OF TRUSS
See Truss Detail On Dwg. # To B3
See Detail
DETAIL AT HEEL OF TRUSS Showing Fastening of Roof Panel Section to Foundation & Rafter to Wall
TRANSVERSE VIEW Showing Anchoring Of Roof Panel
DETAIL OF CORNER
Louvre Opening
SECTION THRU BLDG.
Double or Sub Floor in Kitchen Only.
1"x6" Bracing
2"x8" Redwood Fr. Sill
2"x8" Block 18"
BRACING DIAGRAM - AFTER ERECTION
GABLE SECTION
All dimension lumber for framing is P.N. #1
All Siding & P.N. #1
1"x6" Drop Siding
Window Opg. (2'-6"x3'-0" sash)
5'-0" x 6'-0" Doors
Window Opg. (2'-0"x3'-0" sash)
SIDE PANELS (A)
SIDE PANELS (H)
END PANELS (B)
END VIEW - KITCHEN & MESS HALL
ERECTION DIAGRAM
SIDE VIEW - MESS HALL

A.B.J.




work, and relieves them of fatigue due to bending over at their work. These jigs have guides and stops bolted on them so that all panels are constructed to the same exact dimension. All material is cut to length and piled convenient to the jigs for the construction of the various panel sections. The studding is first put in place on the jigs and nailed; then the siding. As previously stated, the 5' 6" panel is being standardized in all cases possible—as it is most extensively used to comply with the government standards for spacing of windows and space between beds for the barracks. The panels used in general are the window panel, the door panel and gable panels and roof panels, both end and intermediate. The roof trusses, louvers, window frames and door frames are all built and assembled in the shop. Shop operations are so laid out and coordinated that the stock lumber comes in at one side of the shop, then goes to the saws and boring machine-then to the templets or jigs, and the completed panels are then piled along the edge of the shipping platform for loading on to the trucks and shipment to the various jobs.

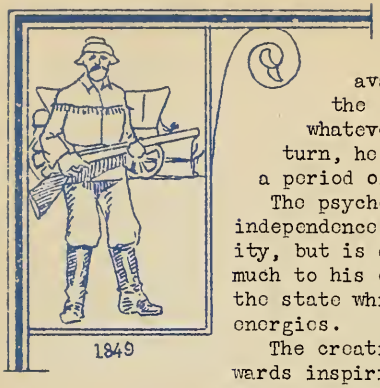
In the field, the panels are erected on the floor of the respective buildings and secured in place by carriage bolts and leg screws. The truss connections to the wall panels are made with 4" x 6" angle irons—secured to the truss and side wall plate and studding by carriage bolts. After all of the built-up units are in place, then the roofing paper, louvers, window sash and doors are put in place. Then follows the plumbing and electric wiring of the structures, and the painting, and the buildings are ready for occupancy. Due to the fact that the panels are built to exact dimension——the length of the wall of each building erected in the field is an exact multiple of the panel width. The method of construction by bolted connections gives a safe and rigid structure, well adapted to the use for which it is intended.



## - IV -
## CAMP LIFE

California is fortunate in her possession of unlimited acreage of national and state forests where projects can be organized to absorb and interest the great majority of transients. The romance and historical relations of many of the places where camps have been set up are a great inducement for acceptance of the camp situation. Men knowing of the variety of situations and the many different projects that are being undertaken are given their choice as to where they wish to be sent. Where a definite preference is not stated the man's abilities are considered and he is referred to a camp where he can be assimilated, and where his trade or experience can be utilized to the best advantage.

The man enters camp in a mood largely determined by his own sense of balance, his own desire for rehabilitation, and by his degree of enthusiasm in a scheme that embraces the reorganization of his physical self. He is issued clothing according to his needs; he is fed, housed and made to understand that the best efforts of those in charge will be expended towards guiding and helping him in every way possible. The medical attention




available will take care of his physical ills, and the cash relief allowance that he receives will cover whatever small expenditures he may find necessary. In return, he is expected to participate in the work details for a period of six hours per day, five days per week.

The psychological reaction of this program is a sense of independence, for the man feels that he is not receiving charity, but is earning his own subsistence. He is contributing much to his own welfare, as well as adding to the resources of the state which is providing this outlet for his skill and his energies.

The creation of new and varied projects is a decided aid towards inspiring the men under treatment to furnish their own motivation toward normalcy and to create a spirit of initiative. In the leisure time program each man is taught the necessity of occupying his "silent hour" in a constructive manner and in the many ways that will assist in his climb back to a normal mode of life.

WORK PROJECTS:

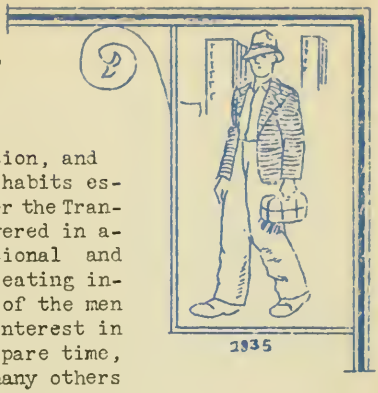
Work projects are many and varied, and the various types are covered elsewhere in this review. Many camps are working in cooperation with the Forestry Division—some are clearing weeds from irrigation ditches——others are ridding the land of crop pests. The Transient Service is cognizant of the fact that many indigents are not accustomed to manual labor, and the administration has not lost sight of the fact that a regular normal sequence of treatment must be followed in any attempts at human rehabilitation. An attempt is made to free each man's mind of restrictive complexes arising from disease, physical disability or past records.

Finally, the work programs must fit in with the individual background, and must build, in the individual, the assurance of achieving and maintaining his former plane. With these thoughts in mind, several types of camps and treatment centers have been established and many more will be erected in the near future. Among those deserving of special mention are the ranches, where the education of prospective farmers has reached a formative level; the lumber camp, and the proposed gold mine. We also have camps for those whose chances of reemployment in normal industry are slight, and where they receive treatment commensurate with their abilities and skill.

Much of the construction and reconstruction in and about the camps is performed by men under care, while others are engaged in gardening, landscaping, wood-cutting, grading, etc., necessary to the maintenance of the camp.

The man with clerical training is invariably absorbed by the office; while the barber, plumber, painter, etc., all swing into their normal activities in much the same manner as they did in normal times. Much of the work of rehabilitation is thus accomplished without conscious effort on the part of those whose efforts are utilized toward their own advancement. This helps to raise the camps and their coordinating ventures to the standard required to make them a real attraction and to provide the

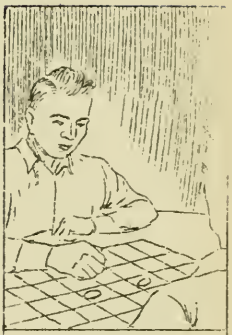
degree of comfort so necessary if the programs are to be successful in their application.




RECREATIONAL FACILITIES:

The program calls for leisure time study, recreation, and a semi-official guidance of the new thought and new habits established in camp situations. Camp Counsellors under the Transient Training and Recreation Program, which is covered in another chapter of this Review, supervise all recreational and educational activities, and are always engaged in creating interest in individual and group sports. A great many of the men are encouraged and assisted in a spirit of personal interest in the hobbies they have cultivated to occupy their spare time, such as panning for gold, fishing, wood carving and many others that are useful in addition to possessing definite entertainment value.

Athletic supplies are standard equipment in the camps, and most of them take advantage of this condition to organize base ball teams, etc. Excursions are frequently scheduled for Sundays and holidays, and inter-camp baseball games and other athletic contests are extremely popular. Many of the camps hold their own "smokers" where stirring boxing and wrestling bouts are staged.



SUPPLEMENTARY REMUNERATION:

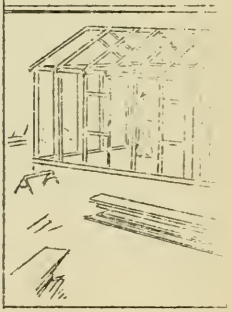
A surprisingly large number of camp enrollees have been assimilated into the life of the communities near which the camps are situated. Most of the men are anxious and willing to supplement their rather meagre cash allowance with outside earnings, and their means of achieving this end are many and varied. Many of them have gone to work in the mines of the state, and great numbers secure temporary farm work during the fruit or haying season. Some of these men secure steady employment. Others save their earnings until they have accumulated sufficient funds to return to their homes.

## - V -
## CONCLUSION

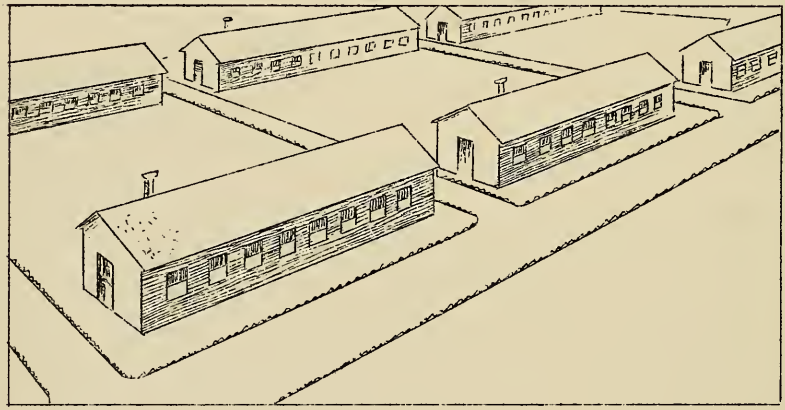
As will be readily apparant from the foregoing, economy has not been the only consideration in the selection of our camp sites and the construction of the buildings. After considering all factors, that plan has been adopted that will give the men adequate housing, maximum health, physical comfort and safety, while at the same time effecting the utmost economy commensurate with the other factors under consideration. The sole idea has been to derive the maximum benefits from government expenditures planned to relieve this particular phase of the present economic distress.

With the thought that the present program might possibly be brought to an early conclusion or replaced by some method unforeseen at the present time, ultimate salvage value has been one of the controlling factors in the selection of equipment and type of construction adopted.

The accompanying pages contain detail sketches of the var-

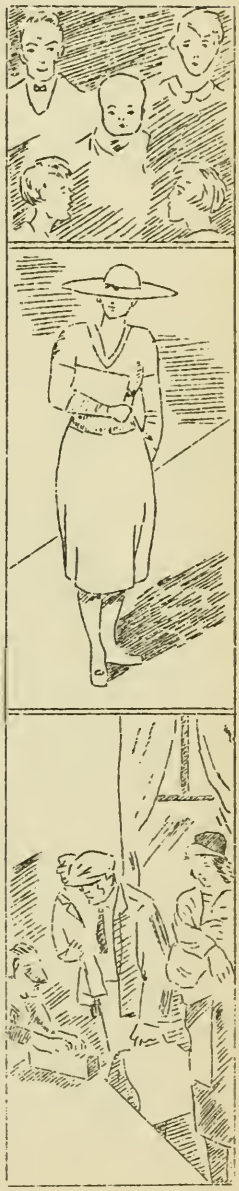


ious camp buildings which have been accepted as standard, and which meet the present conception of what constitutes a model camp. All these sketches are reduced from the actual plans used in present construction. It is hoped that in time all camps in the state will be altered or reconstructed to meet the requirements and specifications of the plans now in operation.



# PHYSICAL CARE IN FAMILY BUREAUS

THE PHYSICAL CARE of indigent wandering families presents an entirely different and a much more complex situation than does that of unattached men. In the first place, group care is not possible. The housing, feeding, etc., must be done on a contract basis—either by the direct cash dole, or by the supervision of workers trained in the locality and aware of the possibilities of cooperation with the local county or private agencies. Second, a family—being a more stable group—is entitled to, and eventually requires, an individual study from many points of view. The family and its social history must be carefully studied to determine if it is capable of being absorbed in the community and so fully entitled to remain here; or if it is liable to become a permanent relief charge—and so be cared for in its home locality. Third, many matters must be considered that are not particularly present among single men, such as special diet, maternity cases, care, protection, and, education of children, and domestic difficulties.

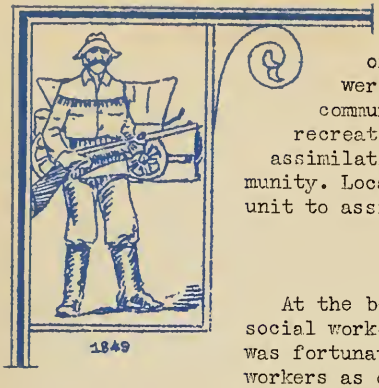


For these reasons the fifteen family bureaus that have been in existence in California since October, 1933, have been regarded as central organizations—each caring for its own particular locality and several surrounding counties. Centralized supervision is limited to a consultant for each of our two main state divisions. These consultants are called upon to adjust particular local situations, to pass judgment on puzzling problems of procedure, and to define and clarify all regulations and matters of policy.

Fully realizing that great care must be exercised in dealing with each case, the administration originally planned that each family bureau should be a case work agency with specially trained workers to direct the bureau, supervise other workers, and carefully train those who might be lacking in experience.

It is no easy matter to conscienciously work towards an adjustment that will be for the ultimate wellbeing of each transient family and at the same time to satisfy the citizens of a state over-ridden with indigents. A large number of their own citizens are in need of relief and work opportunities, and they feel that the welfare of those whose predecessors built the state, patronized its industries and paid its taxes should come before the welfare of indigent transients.

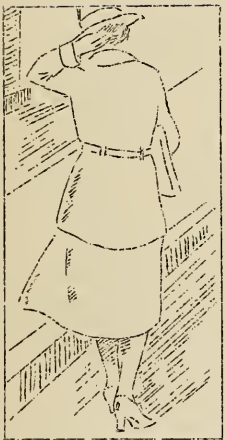
Full material relief—including food, clothing, rent, and transportation—was to be provided on a planned budgetary basis in accordance with community standards and prices. All emergency medical examination and treatment and emergency dental work were to be provided. Transportation was to be granted to all transients who had legal residence to which they were willing to return, and to such persons or families that could be sent to communities willing to receive them. No person was to be compelled to return to legal residence either by refusal of relief or other coersion, and no "passing on" or encouragement




of idle wandering was to be permitted. Work projects were to be set up as far as possible, and all available community resources for obtaining legitimate employment, recreation and education were to be utilized to assist in assimilating families who insisted upon remaining in the community. Local advisory committees were to be organized in each unit to assist in the direction of the work.

## STANDARDS OF CARE

At the beginning all bureaus faced the universal problem in social work—a shortage of trained workers. California, however was fortunate in being able to secure trained and experienced workers as directors for the major bureaus. The necessity for field training of workers was recognized, and field staff members were attending night classes in Social Work.



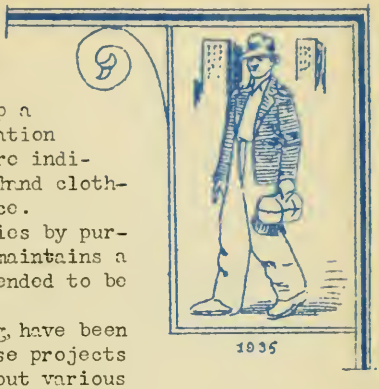
Family bureau workers in California are first of all taught to offer sympathetic consideration to the human beings before them; to show unfailing courtesy and patience not only toward persons who are easy to treat courteously but also toward those trying individuals who sometimes seem bent on exhausting all human reserves of patience and tolerance. It is emphasized to the newest family bureau worker that every human being in need, regardless of class or type, is entitled to courtesy, respect, and impartial consideration. California's reward has been an unusual absence of complaint from clients.

In general, the Okey-Huntington budget system as issued and revised periodically by the SERA Social Service Division, is at present used as maximum throughout the state. This same budget is applied by local ERA units in their treatment of residents. Relief throughout the state was originally given in kind rather than in cash except for small cash allowances to those on work projects. Cash relief is now authorized for families who have given suitable evidence of stabilization.

## HOUSING, CLOTHING AND MEDICAL CARE

In the past many relief offices issued food orders, but left the problem of housing strictly to the applicants—in effect, inviting them to work for their rent or try to "beat the landlord." This policy has been discarded along with other obsolete methods of relief, but the question of housing transient families has presented a grave problem in practically all sections of the state. Cheap housing is available in Los Angeles, but in certain other areas even the lowest type of housing is not to be found. Many families carry tents or travel with house cars. In one bureau it was found necessary to build a small portable camp to provide temporary shelter. At several points auto camps are rented on a yearly basis.

In some centers, a number of private agencies give valuable cooperation to the Transient Bureau in solving the problem of housing—particularly for women. The Y.W.C.A. and the Travelers Aid Society have proved particularly helpful in this respect. The Y.W.C.A. has helped the women to secure positions, and has furnished educational and recreational facilities of high order.




—as well as surrounding the homeless younger women with a pleasant, supervised home-life.

Among the medieval practices that served to keep a relief applicant's morale at a level where rehabilitation was impossible, was that of furnishing the threadbare indigent with somebody else's cast-off clothing. Second hand clothing is seldom issued by the Federal Transient Service.

Clothing is ordinarily issued to transient families by purchase authorizations on retail stores. Los Angeles maintains a small supply of clothing on hand although it is intended to be used chiefly for immediate emergency needs.

Sewing projects, including instructions in sewing, have been successfully carried on in a number of centers. These projects which are described in a later chapter, have turned out various articles of clothing in substantial amounts for distribution to transient families—as well as supplies such as chefs and orderlies white outfits for the men's bureaus. Many affiliated projects are carried on in conjunction with local agencies.

Numerous medical problems are met which are not covered by any interpretation of the rules of national policy set up for the Transient Service. There are many cases of badly needed medical service that cannot be considered the responsibility of the Transient Service, but it is often hard to convince the local county of its responsibility. As yet, our relations with the county physicians and county hospitals are not ideal.

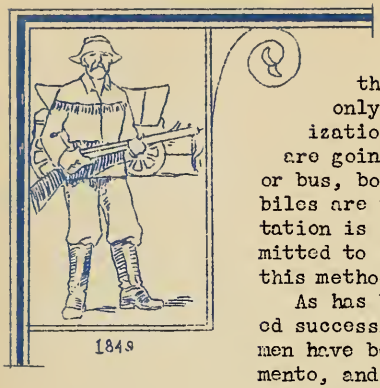
San Francisco enjoys a most satisfactory medical program in conjunction with a number of private agencies. A clinic is maintained for the sole purpose of clients three and one-half days each week and physicians are available for emergency home visits at all times. Stanford University Clinic handles certain types of treatment—such as refractions, prescriptions for eye glasses, and psychiatric care. All emergency hospitalization goes to the San Francisco City and County Hospitals. Emergency dental work is referred to family bureau dentists.

The Sacramento bureau, through the cooperation and support of private interests, plans a hospital for the use of single men, single women, and families.

At Oakland, the Transient Medical Program provides for a Childrens' Clinic, and to date 600 children under the age of 16 have been examined, and have received medical care from a staff of 18 childrens' specialists.

## SPECIALIZED TREATMENT

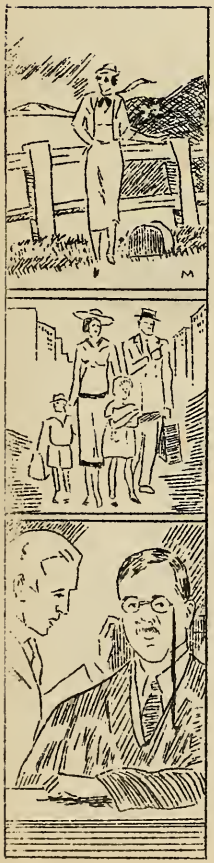
An effort is normally made to return the transient family to its legal residence, as it should be easier for the members of that family to become self-supporting in a community where they are known and established. Coercion is never used to force the family into accepting transportation. Formerly, clients were supplied with food orders for three days -- during which time, proof of their legal residence was established, and they were then forced to return to their homes or become ineligible for relief at the bureaus. It is now recognized that there may be many reasons why it is inadvisable for them to return to their former homes, and if persuasion does not convince them of the logic of that procedure, they are allowed to stay in California.




Adhering closely to national policy the family bureaus throughout this state issue transportation to transients only when legal residence has been established and authorization has been received from the community to which clients are going. Although return transportation is usually by rail or bus, boats are occasionally used. When client-owned automobiles are proved necessary for employment or when auto transportation is found to be cheaper than rail or bus, clients are permitted to return to legal residences in their own cars, although this method is not encouraged.

As has been indicated, a number of family bureaus have conducted successful sewing projects for women. Work projects for family men have been less extensive. At San José, Los Angeles, Sacramento, and one or two other points, mens projects have been carried on with more or less satisfaction. A considerable number of families, as well as unattached women and girls, have succeeded in procuring normal employment—although the proportion to the total number of clients is very small.

Local advisory committees are functioning in connection with bureaus at Los Angeles, Fresno, Bakersfield, San José, Oakland, and San Francisco. These committees give generously of their time and they occupy valuable places in the family bureaus' organizations. It is felt that a committee should be established as soon as possible in each bureau throughout the state.



## SPECIAL PROBLEMS

Unattached women and girls form a difficult problem that offers a challenge to social workers' utmost skill. Many of the younger ones are returned to legal residence; a small proportion of the more capable secure employment; arrangements are made for a few to attend school when this seems to be the best plan; some of them are just carried along to restore broken health, working capacity, and mental poise. A number have become habitual wanderers—and in spite of all efforts to discourage this trait, they merely rest up and wander on. A few women and girls use fictitious names, and this necessitates a vast amount of work and correspondence to arrive at the true situation. Often an appeal is made to the Juvenile Court, in order that the minor girl may be given protection until her true story is learned and a constructive program laid out for her. Young women who are in danger of becoming habitual and social menaces may require stricter measures than we are authorized to use and turned over to an agency having legal authority, such as the Juvenile Court.

Migratory labor is a major problem in most California family bureaus. In the original instructions from Washington this group was excluded as ineligible to aid from the Transient Service due to the fact that the majority of agricultural workers following the crops are really State Homeless. Nevertheless there is quite a sprinkling of transient families in all the tent colonies during picking season. If a crop is late, the transient family, like the State Homeless Family, suffers while waiting and must have aid. Wages are usually insufficient to support large families—especially since there is more labor on hand than is needed, and only part-time work may be obtained.

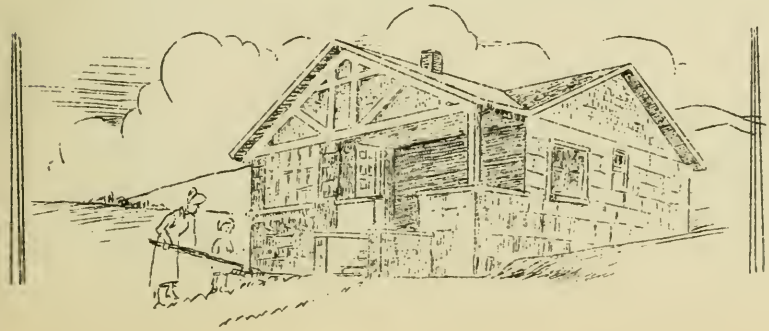
The problem of the "fruit tramp" is becoming increasingly dif-

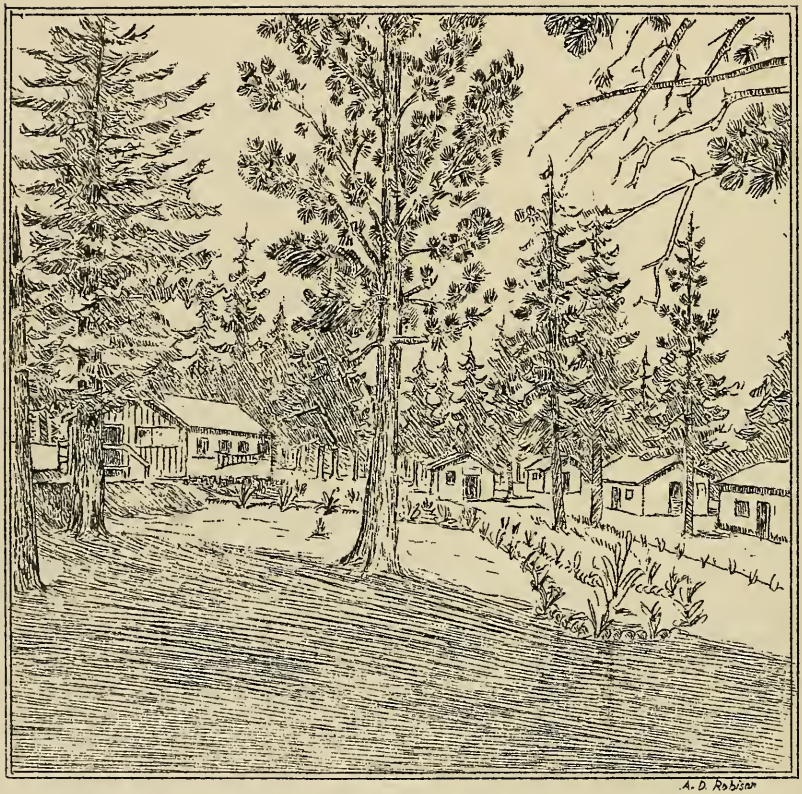
ficult in California. In line with natural economic laws, the overflow of migratory labor into California has resulted in greatly lowered earnings on the part of the workers. If those who leave the East in search of employment could only vision the thousands who follow the fruit season up and down the length of the state -- entire families existing on a miserable pittance of a dollar a day - when that pittance can be earned - the influx of indigents into the state might be curbed.

All bureaus report increased loads of families from drouth-stricken areas... All types and kinds of people make up this transient group - including a few of the professional classes. Some of them are people who have been assets to their communities and who were never dependent until the onset of the depression; some of them have received but little aid from the place of their upbringing, and are poorly equipped in mind and body, as well as in purse. Badly nourished, ignorant, illiterate -- without skill except in poor farming and accustomed to extreme poverty and low standards of living -- this group offers dire problems of assimilation to California.

As an agency imbued with the modern view of case work practice which recognizes the necessity of adjusting the individual and the environment so as to develop personality and to enable the individual to fit himself into the life about him with dignity and self-respect, the Family Service Bureau may diagnose the difficulty and outline with the client plans for a new life. However, as far-sighted as this view of the client's needs may be, and as social as the Bureau's view-point may be, the fact remains that legal barriers and personal prejudices are met at every turn. Even if social workers and social agencies have discarded the belief in "passing on" and have come to recognize the need for establishment in the community, in specific individual cases, the community in general and some of the other social agencies have not reached that point in their thinking.

Any agency established to perform a new service for the community, meeting problems which have not been faced before, is forced to undergo difficult and often lengthy stages of policy founding and of educating the community to what the agency is doing and what it aspires to do. Public indifference and enmity must be overcome, and interest and sympathy substituted.






CAMP NEVADA CITY

NEVADA CITY, CALIF.

# SPECIAL TREATMENT CENTERS

At the present time we have two experimental treatment centers for family groups, one for women and several experimental centers for the treatment of particular types of men.

## CAMP CALIFORNIA

UNIQUE AMONG PROJECTS in California's program for women is Camp California. It provides an opportunity for rehabilitation to women without dependents, who are down and out financially and emotionally and who are in need of a rest, change of climate and encouragement. Camp California's main objective is to enable these women to return to their homes with renewed poise, hope and health.

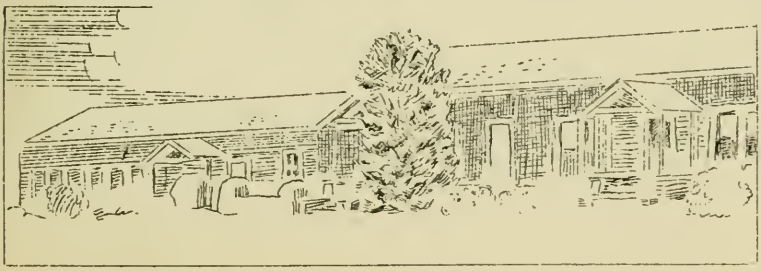
This camp is located at beautiful Pacific Grove, in Monterey County, and consists of five acres with four buildings and a large recreation ground. The camp grounds are beautifully situated amidst a wealth of flowers, shrubbery and trees, and are less than fifteen minutes walk from the ocean.

There are no hard and fast rules of discipline in this camp, as the campers are all mature women. Duties of a routine nature are assigned weekly to various groups. Each enrollee is also required to spend twenty hours weekly at various types of work—such as making curtains and drapes, doing some upholstery work, painting, staining and finishing furniture, making rugs, etc. Every enrollee at this camp must be physically able to work.

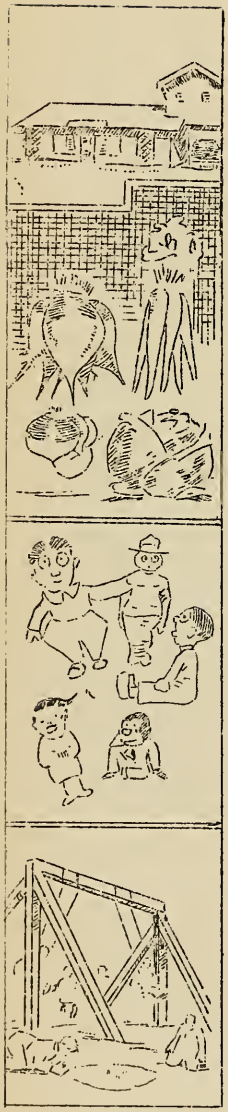
In addition to routine work the enrollees are required to put in two hours of supervised work each week toward their own improvement. This may take the form of dress making, hat making, or extension courses at the High School. Materials for necessary new clothing are provided.

The Pacific Grove High School offers night classes in bookkeeping and typing, English and public speaking, Spanish, handicraft and scientific dress making, Red Cross First Aid, metal work and manual training.

The enrollees receive their board and living accommodations, together with a monthly cash relief allowance of $5.00 which is paid at the end of a full calendar month.



# WILSONVILLE



THE Wilsonville Project, - which has been used as a special treatment center for families since May, 1934, - comprises 37 acres at El Centro, with a group of 20 cabins in addition to the administration buildings. This site was originally selected by county officials as an ideal location for a recreation grove and civic park.

The camp commissary is maintained on a family share budget based on the Okey-Huntongton budget plan. Much of the produce is home grown, which has resulted in weekly commissary costs ranging from a minimum of $2.40 to a maximum of $3.50 per family. In conjunction with the regular staple issue, each family is supplied with a weekly order on local grocers enabling them to purchase the commodities that are not handled on warehouse requisitions—these orders equaling 33% of the family budget.

Twelve acres are under cultivation, and have been planted in corn, beets, onions, carrots, beans, radishes and turnips. An irrigation canal runs the length of the garden plot, with convenient flumes at spaced intervals. Indicative of the good work being done by these gardeners - beets, radishes and turnips from their gardens were blue-ribbon prize winners at the Imperial County Fair in March of this year.

Each family is accepted at Wilsonville as a problem case. Legal residence is first established, the relief officials in their respective states are contacted, and arrangements made for their return. Upon return to their legal residence, they are placed on the relief rolls until such time as they become employed. Many men have found remunerative positions in the Imperial Valley, and have remained in California.

During the Christmas season of 1934, the women of Wilsonville produced 750 dolls with clothing, which were sent to the relief agencies in San Diego and Los Angeles—this work being completed in less than one week from inception of the plan.

Wilsonville presents a picture of domestic attractiveness, contributing greatly to the proper mental attitude so necessary to rehabilitation of the indigent family. The project is bordered by shrubs and trees; the roadways and walks are of a light gravel, and are bordered with white-washed rocks; a cactus garden in miniature occupies one end of the camp site; a well equipped home-built playground furnishes juvenile recreation; a retinue of care-takers keep the grounds in excellent condition; the camp maintains a baseball team—and there is a huge athletic field.

Wilsonville's success as a relief project stands assured.- Long after its residents have found outlets for their energies in private fields, this camp will remain in their memories as the chief step toward the solution of their economic troubles.

# RAINBOW CITY

THE village of Clyde, in Contra Costa County, was originally constructed during the World War as a home for government shipyard workers from Bay Point, but with the signing of the armistice and the closing of the yards, the original inhabitants of the village drifted back to their own homes. For years only the sparrows inhabited the rows of well built bungalows that line the tree shaded streets of the village.

After many years of vacancy Clyde was taken over by the Federal Transient Service for the use of transient families, and re-christened "RAINBOW CITY." The reopening, repairing, and cleaning of the houses were undertaken by single transient men and the accommodations of Clyde Inn were transformed to accommodate a group of 220 men. Families were chosen on the basis of integrity and stability, and were referred to Rainbow City from the various intake bureaus in San Francisco, Oakland, Sacramento, Stockton, San Jose and Redding. Community usefulness is an important item in the selection of families, and the former occupation of the man is given careful consideration.

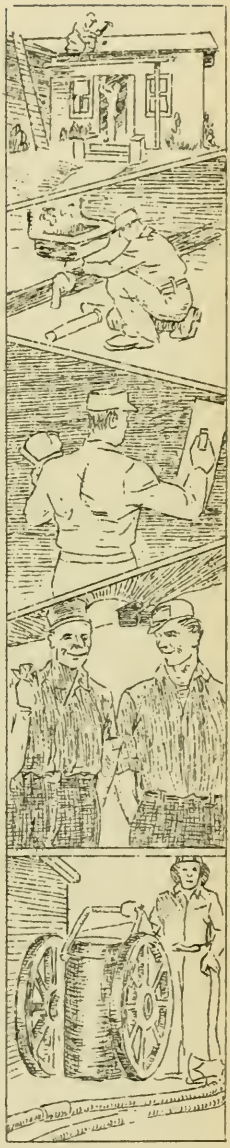
Various work projects are in progress, and Rainbow City is being builded as a normal, stabilized town, with the thought of permanency behind every change that is made. The men are working on a full time schedule, with the family receiving cash to meet the monthly budget.

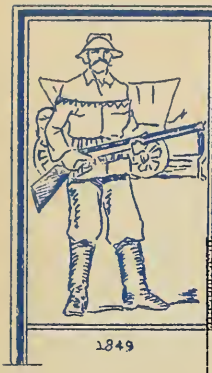
Since the opening of the project, a definite physical and emotional change has taken place in the families under care. The men return to their homes after a days work with an air of independence and satisfaction that only a man who is supporting his family can experience. A new light shines in the faces of the women, now that the problem of a place to live and the wherewithal to provide meals for their families have been solved.

This program of family rehabilitation is a genuine formative step in social work. Little children who have been buffeted by the economic storm of late years have been readjusted to a normal home life under parental care—no longer tormented and harassed by being dragged aimlessly about the country. Educational facilities are available in the nearby village of Concord, while the whole family can participate in normal community activities and recreation.

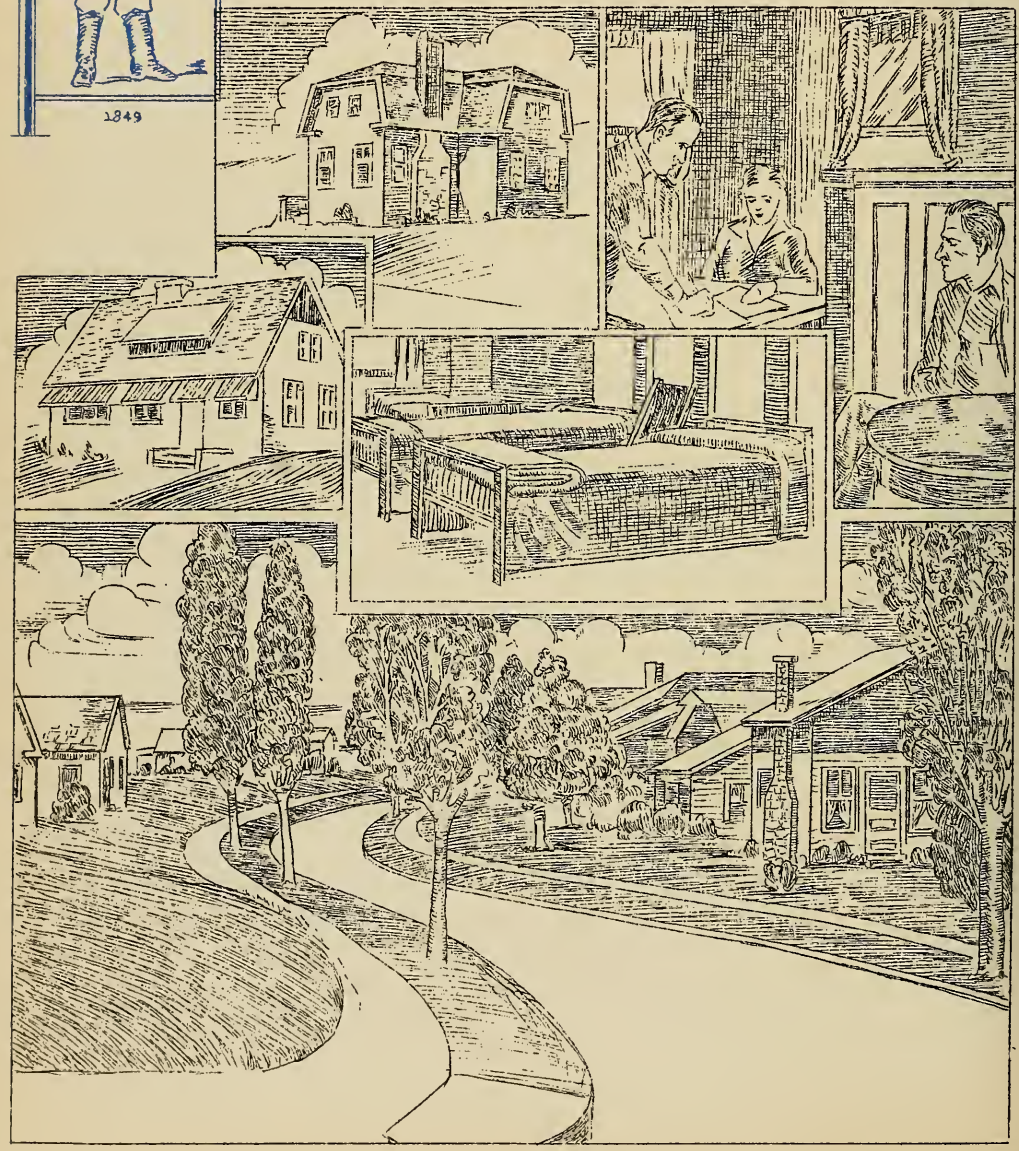
A fire chief was elected shortly after the families arrived and a volunteer fire department organized. Fire hazards were thoroughly checked, and regular practice by the new fire detail insures familiarity with the apparatus in case of need.

It is not intended that Rainbow City shall be a mere mushroom growth—to be deserted again when the novelty of living a normal life begins to pall. The administration has spent money, time and intensive thought on this new enterprise, and meticulous care is being exercised in the selection of those who will benefit.






Rainbow City is intended as a permanent home for the families who are domiciled there and present an optimistic picture of earnest family groups setting out to readjust the inconsistencies of past years through a program of creative and constructive work, and to adjust themselves to a normal mode of life.



# SEAMEN'S LODGES

TWO specialized seamen's lodges are in operation—one in San Francisco and one in San Pedro. In each case, these centers are located on the waterfront, where the seamen are in close contact with prospective employers, and where they are enabled to keep in touch with all waterfront activities.

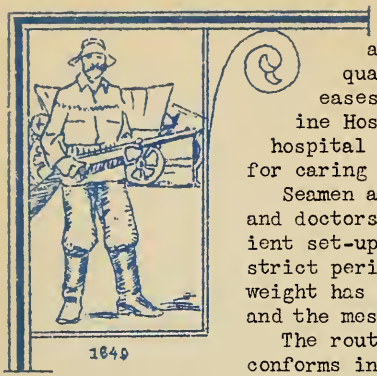
California, with its 1,200 miles of rugged coast line, and its several major harbors for seagoing craft, is the occasional home of thousands of migratory sea workers. Their lot—a hard one even in normal times—is greatly aggravated by the present stress.

Our treatment centers for indigent seamen were launched only after a meticulous survey of the finest seamen's divisions in operation. Suggestions on courses of procedure were closely studied, and an attempt made towards simplification as well as to the elimination of features that were the cause of resentment in other ports. A rather restrictive definition of what constitutes a migratory worker at sea excludes all but bona-fide active seamen.

The eligibility requirements are few and fair. Eligible are those seamen who have served on ships that ply between foreign ports, between the United States and foreign ports, and between ports of the United States -- and who have had a total of one-year's cumulative service in the past six years - and one discharge during the last two years. Alien seamen are not discriminated against because of non-citizenship. A minimum of regulations tends to be flexible enough to include emergency cases or doubtful cases until investigation has determined each man's status. The main requirement is ability and the willingness to work. Ineligible for seamen's aid are: All seafarers staying in the city with their families and who are eligible for other public relief, or those who are plainly domiciled in the city; the youth that goes to sea for the first time in his life, and serves two or three weeks—then seeks aid as a seaman; the man who, owing to old age or permanent disability or other reasons is unable to serve at sea again; the man who has been ashore so long that he can no longer be called a seaman; the seaman who turns down a sea job because he prefers to accept relief; and the seaman just discharged from ship who goes on relief to save his earnings.

Camp care is available to seamen who desire to enter a rehabilitation camp—hence some seamen have enrolled both in the transient camps and in the C. C. C. Men who can no longer be considered as active seamen are transferred to transient centers and camp care is planned for them there. As a rule, the seaman is extremely discontented when removed from his waterfront environment. In San Francisco the lodge is located on a shore front reminiscent of Jack London and immortalized by Peter B. Kyne's "Cappy Ricks." Near the new Oakland Bridge, handy to the even-numbered piers, the light-house and running lights of the old Seaboard Hotel on the Embarcadero are a landmark to seamen from all over the world.

New arrivals at this lodge are registered and interviewed by trained men with marine experience. As in other shelters, each




applicant is given a physical examination. Separate quarters are assigned those suffering with social diseases; others are treated as out-patients at the U.S.Marine Hospital. Emergency sick calls are transferred to the hospital at the Federal Shelter - where facilities are better for caring for other than first-aid cases.

Seamen are a hard, healthy lot -- accustomed to hard knocks, and doctors find them the healthiest group of any in the transient set-up. Practically every shipping concern insists upon a strict periodical physical examination. A general increase in weight has been noted among seamen who register at the Lodge, and the mess hall is famous in every port where seamen meet.

The routine of treatment given, although highly specialized, conforms in general to the type of treatment given at other non-seamen's bureaus. The applicants average 34-years of age. An average of 40 foreign-born seamen register monthly at the San Francisco lodge.

A piano and radio at this lodge furnish music and the latest news. Various donors have supplied magazines, books, puzzles, games, playing cards, and other items for amusement and instruction. Transient seamen are frequent guests of the various water front agencies during their social hours. Excellent educational facilities are available through the Emergency Educational Programs.

From 200 to 225 men per month procure short-time employment at sea, and leave the lodge on inter-coastal or coastwise trips. From a list of 1,120 registrants, statistics show that the deck contributed 49%, the engine room 31%, and the stewards department 20%. Over 2,000 men have registered at the lodge since its inception in October, 1934.

When one considers that from 2,000 to 3,000 men are "on the beach" in San Francisco during dull times, the incentive that our registrants have given to local beach-combers becomes noteworthy. The general marine strike of 1934 placed hundreds of men on relief, although arbitration called many of them back to work. Masters and mates, junior engineers, assistant stewards, —all are to be found in the groups of unemployed men on the Embarcadero. Through the vagaries of strikes and labor demands, the ranks of seafarers "on the beach" are swelling daily.

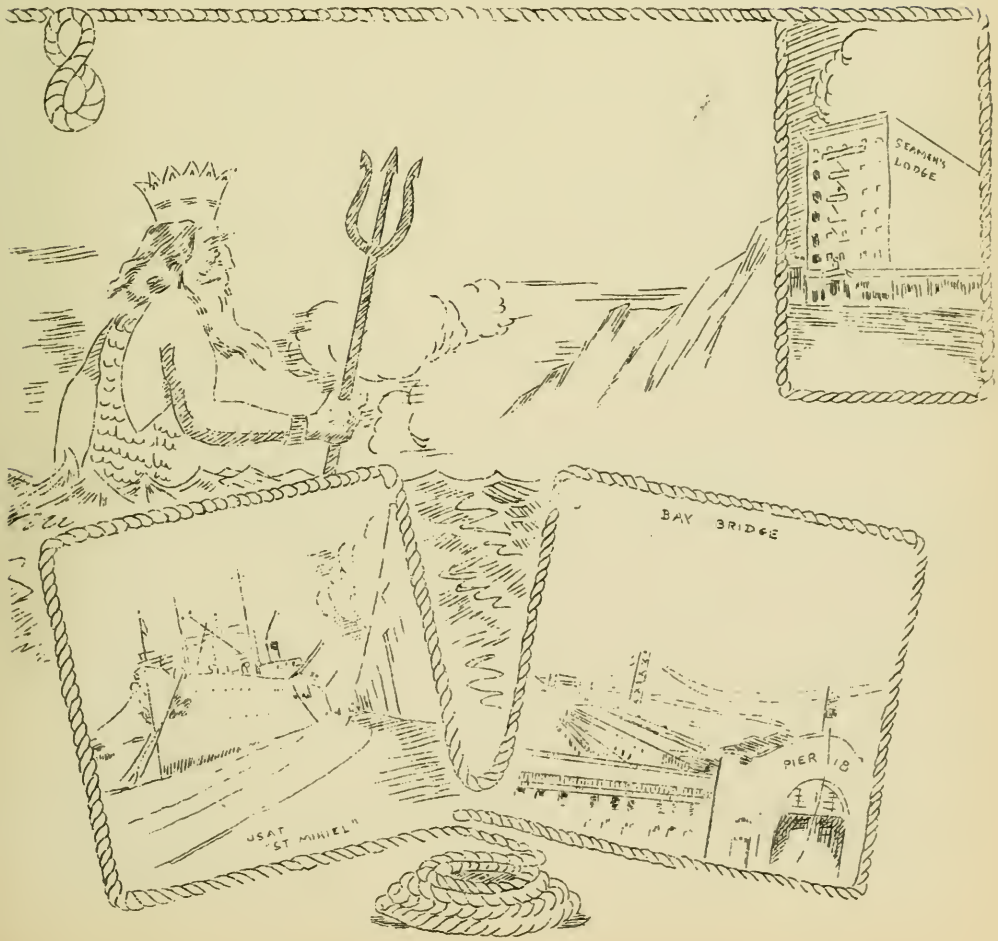
A majority of the crew at the lodge are seamen who are thoroughly familiar with every need of their fellow men, and their individual problems. The practical experience of eight months has given the crew unlimited opportunities for service to registrants—and the receiving and disposition of quotas mobilized from all corners of California for embarkation to Alaska was but one of the innumerable efficiently handled intakes.

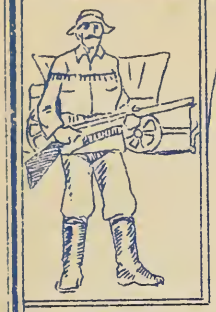
The Seamen's Lodge has much the same restlessness and continual turnover of crew that is experienced in other transient shelters. Seamen are very human, and are prone to become public charges even in prosperous times, owing to the environment offered to them when they are paid off and are ashore. Anyone who shares the popular concept of the seaman as a roistering unruly individual, would do well to visit these shelters... No other treatment center shows a better behaved group of men - amenable to discipline, obeying rules of the shelter, cheerfully sharing the necessary labor about the building.

The seamen have shown commendable spirit in keeping out of their shelters all revolutionary literature. The San Francisco Seamen's Lodge holds an enviable reputation in its relations with the various marine organizations of the city. During the walk-out of oil tanker employees in the Spring of 1935, an executive of the International Seamen's Union was quoted as follows:

> "I sincerely trust that no communistic propaganda will be circulated at 226 Embarcadero, (the Seamen's Lodge) where I must say that everything is being done by the management to provide a square deal for every seaman. These men are square shooters."

As is said in the Lodge, "The needle of our compass always points to true North."






# THE UNEMPLOYABLE PROBLEM

The greatest problem that has yet confronted the Transient Service lies in the provision of a measure with some degree of permanency for the care of those men who can never again be absorbed into industry because of age or some mental or physical deficiency.

The main requirement for entrance to one of our camps for transient single men is ability to work, and all applicants are subjected to a strict physical examination. A large number of men are rejected by the examining physician because of double-hernia or some other ailment that renders it unsafe for them to attempt any physical labor. We found that life in a city shelter does not materially benefit these men, either mentally or physically, and for that reason, three camps have been opened for the treatment of these particular cases—one at Alpine in the San Diego area, one at Glenwood, in the San Jose area, and the third at San Luis Hot Springs, in the Central area.

Men who are not completely incapacitated are assigned to light self-help projects which do not entail any severe physical effort. Others are variously employed on camp routine or maintenance, as their physical conditions may permit. All men who work are paid a monthly cash relief allowance based on the amount of labor they perform.

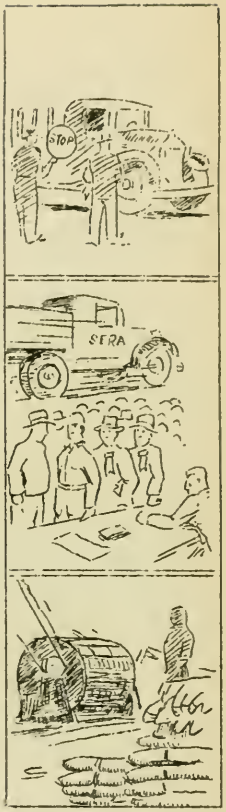
Although these camps are in more or less of an experimental stage, they are proving successful in the treatment of a most difficult type of case. When men of this type are assigned to a camp, they have exibited a tendency to adopt that camp as their home, and seldom show any desire to leave.

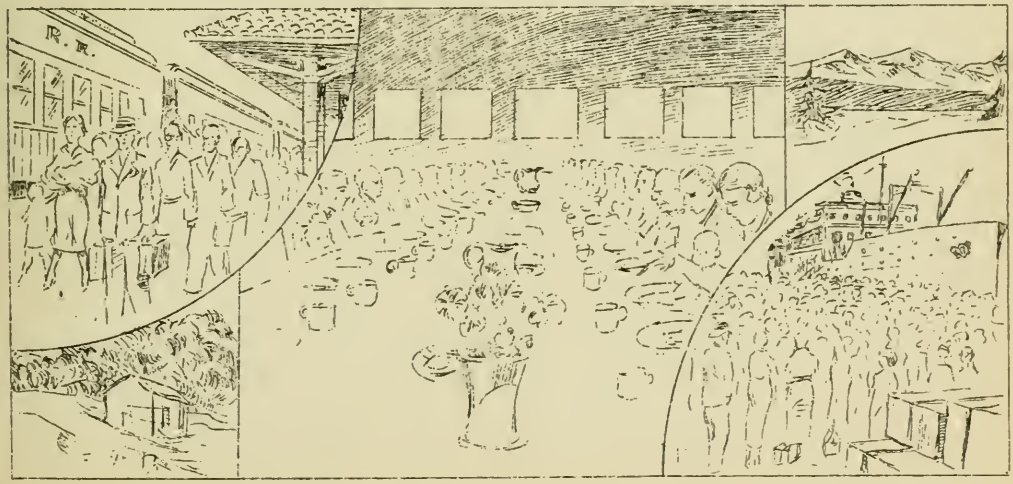
## SPECIAL EMERGENCY PROJECTS

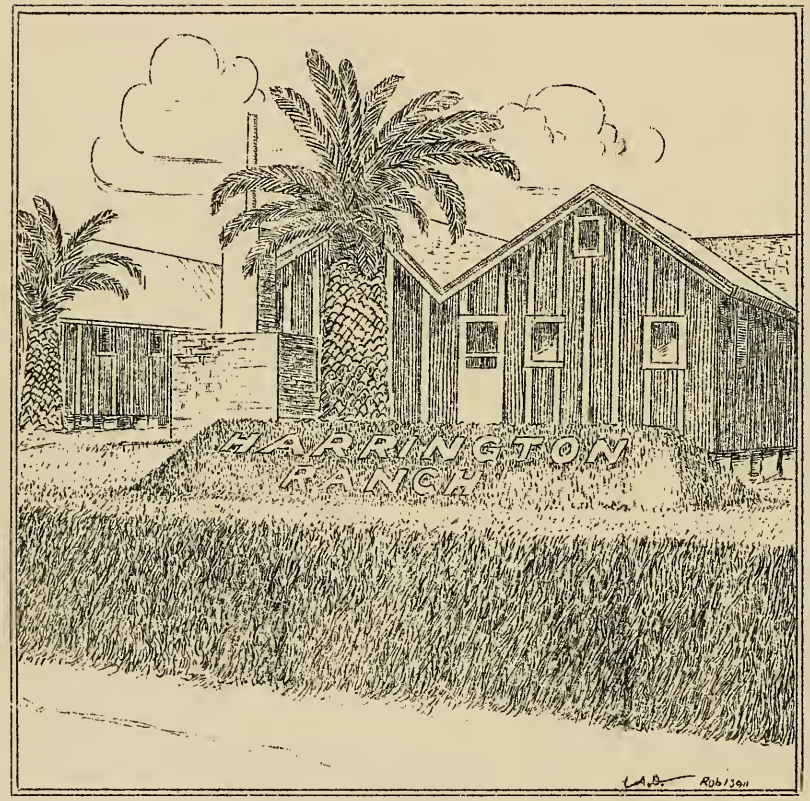
THE inflexibility of the transient program has proved invaluable whenever it has become necessary to meet an emergency with a hastily constructed service set-up. The first of such emergencies occurred during the serious situation brought about by the general strike of 1934 in San Francisco. At that time all restaurants and food stores in the city were closed and all conveyances bringing in foodstuffs were refused entrance. The relief agencies carried a greatly increased load throughout the crisis. The services of an emergency kitchen staff were enlisted at the Federal Shelter, and hot meals were taken by truck to the workers in various ERA offices in the city. All transportation was under the surveillance of the strikers, who worked in complete harmony with our staff.

The San Francisco Shelters were called upon to select, supervise and entertain the men who constituted the first contingent sent north for the preliminary construction work on the Rural Rehabilitation Project in Alaska. When the second contingent arrived in San Francisco prior to sailing, the local shelters again selected, supervised, entertained, and fed and housed the men. Through the diligence exercised in the shelters and camps it was made possible for the San Francisco shelters to complete triplicate copies of the registration cards, triplicate copies of the face sheets, and duplicate copies of the State Central Index Referral cards—all of this work being accomplished on a total of 354 men within a period of 48 hours.

When the families that were to sail to Alaska arrived in San Francisco they were housed in hotels within a few blocks of the Federal Shelter, and were fed and entertained in the Shelter. The facilities of the laundry were turned over to skilled launderesses from among the family groups, and most of the families accepted this opportunity to get their apparel laundered before sailing for their land of promise.






HARRINGTON RANCH

OAKLEY, CALIF.

# THE ITEM OF COST

Considering the entire Transient Service as divided into three main categories, the total expenditures (July 1, 1934 - May 30, 1935) with percentage of each division to the whole is as follows:

| | Expenditures | Per Cent |
|---|---|---|
| State Administrative Office | $ 170,424.88 | 4.0 |
| All Mens' Units | 2,571,924.60 | 61.0 |
| All Family Units | 1,495,770.75 | 34.0 |
| TOTAL - - - - - - - | $4,238,120.23 | 100.0 |

Of the 170,000 dollars charged to the State Administrative Office, the majority of the money has been used to defray the expenses of the Executive, Auditing and Accounting, Purchasing and Commissary and Supply departments.

Expenditures of both Men and Family Bureau units are broken down into several categories, i.e.: Administration, Work Projects, Direct Relief, Institutional Care and Plant and Equipment. Of their respective cost figures, $43,956.69 charged to the Mens' units and $5,968.72 charged to the Family units have been spent to cover the actual expenses of various work projects. Plant and Equipment, including buildings and equipment of all kinds, total $428,754.44 for men and $19,265.68 for families. The actual expenditure is shown in Chart "A".

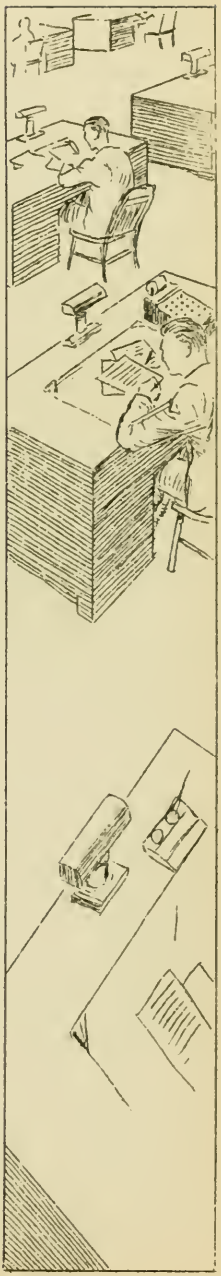
## THE NECESSITIES OF LIFE

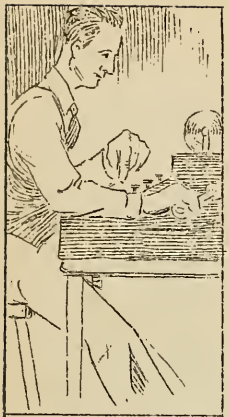
Care has been exercised in controlling the proportion of total allotments used in providing the necessities of life to indigent people. In California slightly less than 90% of the total money allotted to our bureaus is spent in taking care of the emergencies of physical care. The remaining 10% is used to provide buildings and camps as housing and feeding establishments, to furnish the equipment necessary to adequate care, to care for the supervision, and furnish supplies for the work projects.

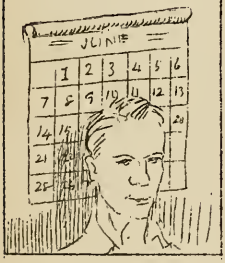
## PER CENT IN SALARIES

A question often voiced is, "How many cents of each dollar that is paid for actual necessities of relief go to salaries for those who supervise the actual field work?" Here the answer depends on which of our two types of bureaus the interrogator is considering. The total expenditures of the two main divisions for actual field relief are shown below. The work "Administration" includes the salaries of executives, camp directors, bureau supervisors, case workers, clerical help, accountants and all other administrative expenditures such as telephone, postage, travel expense, etc. The item designated as "Care" includes all expenditures for actual physical care, from the payment for toothpaste and tobacco to medical aid, building maintenance, and food and the cost of its preparation.

| | Mens' Units | Per Cent | Family Units | Per Cent |
|---|---|---|---|---|
| Administration | $ 208,832.05 | 9.9 | $ 256,205.61 | 17.4 |
| Care | 1,890,381.42 | 90.1 | 1,214,330.74 | 82.6 |
| TOTAL - - | $2,099,213.47 | 100.0 | $1,470,536.35 | 100.0 |








The larger proportion of administrative costs in the Family Bureau units is due largely to the fact that a greater number of trained professional workers are required to handle the detailed interviews, case histories and investigations required in this type of work.

## THE PER CAPITA COST PER DAY

The second query most frequently voiced with regard to relief expenditures has to do with the cost of keeping one man for one day on transient relief. To answer that question, an analysis is given here of the per capita cost of a representative group of six shelters and twenty-five camps. While the camps and shelters covered by this survey are located in the Northern Division, costs over the entire state will show but slight variation. Figures are derived from an analysis of 866,504 days care at a total expense of $371,774.29, or a mean daily expense of $0.429 for the whole. Of this, the camps show the higher figure, or $0.431, while the shelters average $0.426 per day. The shelters have numerous expenses not incurred by the camps, such as better equipped infirmaries, launderies and personnel training schools, but their proximity to the larger marketing centers and their consistently heavier enrollment more than offset these items of expense.

## TRANSPORTATION EXPENSE

Another item of great importance to the treatment of transient cases consists of how far the Division has gone, in attempting to send indigent people back to their home localities. From January 1, 1934 to March 1, 1935 the California Transient Service sent 10,172 individuals home at an expenditure of $132,140.01. Chart "B" explains the detail of this transportation. In every case the legal residence of the individual was verified and the county to which each person was to be sent, authorized the Transient Division to provide this transportation.

## COMMITMENTS BY MONTH

The final item of interest consists of a summary of expenditures on a monthly basis combined with an idea of the number of persons receiving care and the average expenditure per individual. Chart "C" shows this breakdown. An idea of the number of persons involved is gathered from the One Day Census taken on the 15th day of each month. Accepting this figure as an average of the number of persons receiving care, average expenditures are shown for the administration, relief and a total of the two.

CHART "A"

TOTAL COST
OF
FEDERAL TRANSIENT OPERATIONS
IN CALIFORNIA
(July 1,1934 to May 30, 1935.)

| | STATE DIV. OFFICES | MENS' UNITS | FAMILY BUREAUS | TOTAL |
|---|---|---|---|---|
| ADMINISTRATIVE | | | | |
| Administrative Salaries | | | | |
| Executive | $ 12,978.60 | $ 95,729.80 | $ 26,289.49 | $ 134,997.89 |
| Case Workers | | 7,092.11 | 90,568.57 | 97,660.68 |
| Clerical & Acct. | 102,825.82 | 61,102.31 | 83,545.16 | 247,473.29 |
| Total Salaries | 115,804.42 | 163,924.22 | 200,403.22 | 480,131.86 |
| Other Adm. Expense | 46,120.22 | 44,907.83 | 55,802.39 | 146,830.44 |
| Total Adm. Expense | 161,924.64 | 208,832.05 | 256,205.61 | 626,962.30 |
| WORK DEPARTMENT | | | | |
| Total | | 43,956.69 | 5,968.72 | 49,925.41 |
| DIRECT RELIEF | | | | |
| Cash | | 344,534.66 | 50,782.99 | 395,317.65 |
| Clothing | | 191,797.25 | 36,431.96 | 228,229.21 |
| Food | | 65,386.57 | 675,189.66 | 740,576.23 |
| Lodging | | 30,829.57 | 307,362.21 | 338,191.78 |
| Transportation | | 37,365.17 | 70,958.51 | 108,623.68 |
| Medical Care | | 26,723.95 | 53,036.37 | 79,760.32 |
| Other Direct Relief | | 24,614.35 | 2,065.41 | 26,679.76 |
| Total Direct Relief | | 721,551.52 | 1,195,827.11 | 1,917,378.63 |
| INSTITUTIONAL and/or SPECIAL CARE | | | | |
| Service Salaries | | | | |
| Medical & Nursing | | 23,460.16 | 9,477.13 | 32,907.29 |
| Recreational and Educational | 1,108.94 | 1,868.86 | | 2,977.80 |
| Total Service Salaries | 1,108.94 | 25,329.02 | 9,477.13 | 35,885.09 |
| Maintenance Salaries | | 100,048.61 | 635.00 | 100,683.61 |
| Food | | 735,363.08 | 22.00 | 735,385.08 |
| Rent | | 23,523.61 | 1,245.00 | 24,768.61 |
| Other Maintenance Cost | | 261,752.56 | 4,372.57 | 266,125.13 |
| Medical Supplies | | 17,850.54 | 2,721.20 | 20,571.74 |
| Recreational and Educational | | 4,962.48 | 60.73 | 5,023.21 |
| Total Ins. & Sp. Care | 1,108.94 | 1,168,829.90 | 18,503.63 | 1,152,557.38 |
| PLANT AND EQUIPMENT | | | | |
| Buildings | | 138,293.24 | 3,859.50 | 142,152.74 |
| Admin. Equipment | 7,391.30 | 15,313.49 | 6,142.24 | 28,847.03 |
| Institutional Equip. | | 275,147.71 | 9,263.94 | 284,411.65 |
| Total Plant & Equip. | 7,391.30 | 428,754.44 | 19,265.68 | 455,411.42 |
| TOTAL EXPENDITURES | $170,424.88 | $2,571,924.60 | $1,495,770.75 | $4,238,120.23 |

CHART "B"

TRANSIENT SERVICE
STATE OF CALIFORNIA
EMERGENCY RELIEF ADMINISTRATION
49 Fourth Street
SAN FRANCISCO, CALIFORNIA

CUMULATIVE TRANSPORTATION REPORT FOR 14 MONTHS
(From January 1, 1934 to March 1, 1935)

Total Individuals, Destinations, Total Expense Involved and Average Expense per Individual.

| DESTINATION | Total Individuals | Total Expense | Average Expense per Individual | DESTINATION | Total Individuals | Total Expense | Average Expense per Individual |
|---|---|---|---|---|---|---|---|
| Maine | 20 | $ 613.17 | $30.66 | Ohio | 484 | $ 9093.20 | $18.79 |
| New Hampshire | 7 | 183.88 | 26.27 | Indiana | 209 | 3656.27 | 17.49 |
| Vermont | 2 | 27.29 | 13.64 | Illinois | 671 | 10042.83 | 14.97 |
| Massachusetts | 95 | 2407.67 | 25.34 | Michigan | 390 | 7109.24 | 18.23 |
| Rhode Island | 23 | 660.61 | 28.72 | Wisconsin | 126 | 1982.01 | 15.73 |
| Connecticut | 47 | 1305.66 | 27.78 | E. N. CENTRAL | 1880 | 31883.55 | 16.96 |
| NEW ENGLAND | 194 | 5198.28 | 26.80 | | | | |
| | | | | Minnesota | 151 | 2382.86 | 15.78 |
| New York | 501 | 11789.81 | 23.53 | Iowa | 238 | 3043.17 | 12.79 |
| New Jersey | 140 | 3346.72 | 23.91 | Missouri | 602 | 7506.34 | 12.47 |
| Pennsylvania | 318 | 6903.85 | 21.71 | North Dakota | 37 | 533.13 | 14.41 |
| MIDDLE ATLANTIC | 959 | 22040.38 | 22.98 | South Dakota | 30 | 506.32 | 16.88 |
| | | | | Nebraska | 168 | 1958.33 | 11.66 |
| Delaware | 3 | 81.58 | 27.19 | Kansas | 279 | 3100.77 | 11.11 |
| Maryland | 32 | 635.93 | 19.87 | W. N. CENTRAL | 1505 | 19030.92 | 12.65 |
| Dist. of Columbia | 24 | 458.66 | 19.11 | | | | |
| Virginia | 40 | 905.54 | 22.64 | Montana | 85 | 905.88 | 10.66 |
| West Virginia | 63 | 1225.93 | 19.46 | Idaho | 157 | 1114.39 | 7.10 |
| North Carolina | 44 | 1066.71 | 24.24 | Wyoming | 47 | 444.33 | 9.45 |
| South Carolina | 20 | 419.76 | 20.99 | Colorado | 386 | 3472.31 | 9.00 |
| Georgia | 55 | 1092.20 | 19.86 | New Mexico | 140 | 858.76 | 6.13 |
| Florida | 57 | 1166.90 | 20.47 | Arizona | 362 | 1469.87 | 4.06 |
| SOUTH ATLANTIC | 338 | 7053.21 | 20.87 | Utah | 187 | 1111.64 | 5.94 |
| | | | | Nevada | 24 | 119.77 | 4.99 |
| Kentucky | 69 | 1266.22 | 18.35 | MOUNTAIN | 1388 | 9496.95 | 6.84 |
| Tennessee | 156 | 2576.00 | 16.51 | | | | |
| Alabama | 113 | 1853.56 | 16.40 | Washington | 537 | 4732.29 | 8.81 |
| Mississippi | 65 | 1009.07 | 15.52 | Oregon | 350 | 2139.16 | 6.11 |
| E. S. CENTRAL | 403 | 6704.85 | 16.64 | California | 311 | 557.99 | 1.79 |
| | | | | PACIFIC | 1198 | 7429.44 | 6.20 |
| Arkansas | 242 | 3082.52 | 12.74 | | | | |
| Louisiana | 78 | 1168.93 | 14.99 | UNITED STATES | 10153 | $131647.71 | $12.97 |
| Oklahoma | 906 | 9282.56 | 10.25 | | | | |
| Texas | 1062 | 9276.12 | 8.73 | Foreign | 19 | 492.30 | 28.91 |
| W. S. CENTRAL | 2288 | 22810.13 | 9.97 | | | | |
| | | | | GRAND TOTAL | 10172 | $132140.01 | $12.99 |

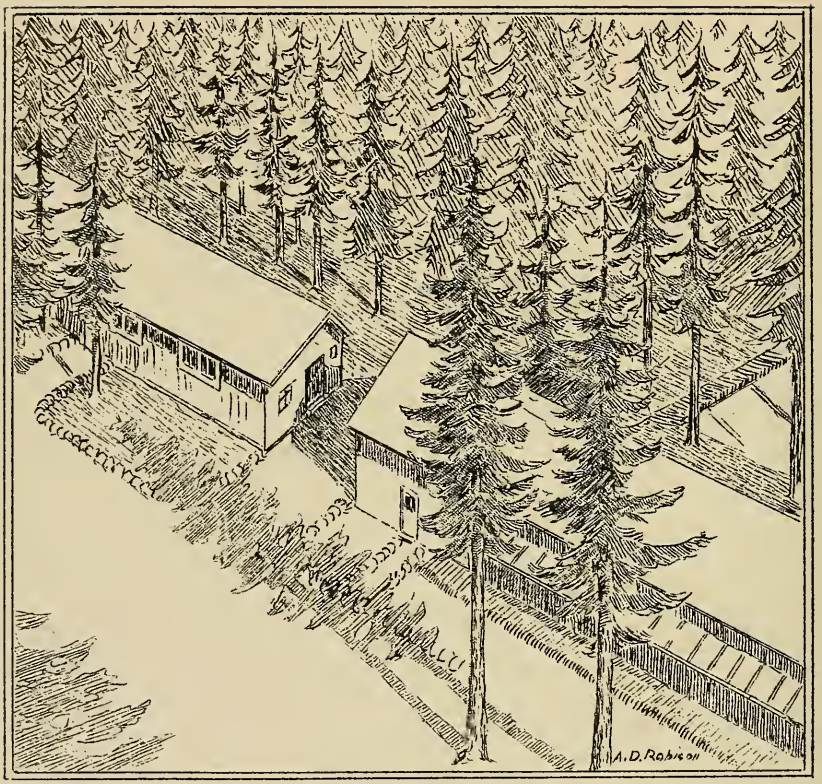
CHART "C"

STATEMENT OF COMMITMENTS SHOWING AVERAGE EXPENDITURE PER INDIVIDUAL FOR ADMINISTRATIVE AND RELIEF ON THE BASIS OF ONE DAY CENSUS FOR THE MONTHS OF JULY 1934 TO APRIL 1935, INCLUSIVE

| | | Census 15th of Month | Administrative Amount | Administrative Av. Per Indiv. |
|---|---|---|---|---|
| MONTH: | | | | |
| July | 1934 | 20,088 | $ 48,092.94 | $2.39 |
| August | " | 19,609 | 56,239.06 | 2.86 |
| September | " | 20,983 | 52,173.18 | 2.49 |
| October | " | 24,774 | 52,556.77 | 2.12 |
| November | " | 28,537 | 58,239.12 | 2.04 |
| December | " | 32,393 | 73,606.69 | 2.27 |
| January | 1935 | 35,434 | 64,319.64 | 1.82 |
| February | " | 38,815 | 72,095.72 | 1.86 |
| March | " | 38,390 | 66,148.24 | 1.72 |
| April | " | 37,661 | 79,378.03 | 2.11 |
| TOTALS | | 296,684 | $ 622,849.39 | |
| AVERAGE PER MONTH | | 29,668 | $ 62,284.94 | $2.10 |

| | | Census 15th of Month | Relief Amount | Relief Av. Per Indiv. |
|---|---|---|---|---|
| MONTH: | | | | |
| July | 1934 | 20,088 | $ 197,976.71 | $ 9.85 |
| August | " | 19,609 | 226,752.43 | 11.57 |
| September | " | 20,983 | 205,293.56 | 9.78 |
| October | " | 24,774 | 262,144.10 | 10.58 |
| November | " | 28,537 | 309,005.86 | 10.83 |
| December | " | 32,393 | 357,774.32 | 11.04 |
| January | 1935 | 35,434 | 405,566.22 | 11.44 |
| February | " | 38,815 | 377,410.07 | 9.72 |
| March | " | 38,390 | 399,259.70 | 10.40 |
| April | " | 37,661 | 346,077.82 | 9.19 |
| TOTALS | | 296,684 | $3,087,260.79 | |
| AVERAGE PER MONTH | | 29,668 | $ 308,726.08 | $10.41 |

| | | Census 15th of Month | Total Admin. & Relief Amount | Total Admin. & Relief Av. Per Indiv. |
|---|---|---|---|---|
| MONTH: | | | | |
| July | 1934 | 20,088 | $ 246,069.65 | $12.25 |
| August | " | 19,609 | 282,991.49 | 14.43 |
| September | " | 20,983 | 257,466.74 | 12.27 |
| October | " | 24,774 | 314,700.87 | 12.70 |
| November | " | 28,537 | 367,244.98 | 12.87 |
| December | " | 32,393 | 431,381.01 | 13.31 |
| January | 1935 | 35,434 | 469,885.86 | 13.26 |
| February | " | 38,815 | 449,505.79 | 11.58 |
| March | " | 38,390 | 465,407.94 | 12.12 |
| April | " | 37,661 | 425,455.85 | 11.30 |
| TOTALS | | 296,684 | $3,710,110.18 | |
| AVERAGE PER MONTH | | 29,668 | $ 371,011.02 | $12.51 |




CAMP CAMINO

CAMINO, CALIF.

# INDIVIDUALIZED SERVICE

# CHAPTER II
# INDIVIDUALIZED SERVICE

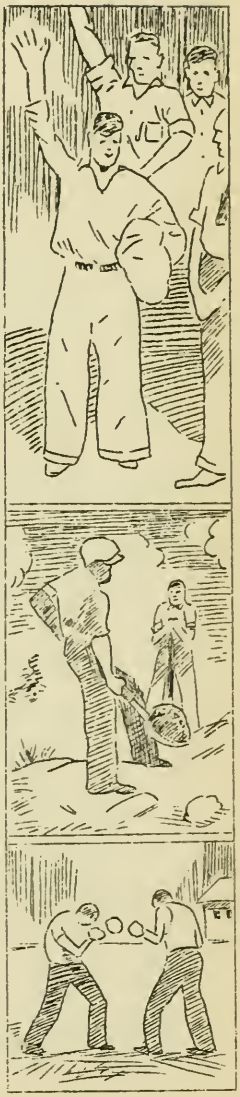
IN ORDER TO CLARIFY a discussion of the various types of service required in the care of transients, we have set up two broad arbitrary divisions, designating these two divisions as physical care and individualized service.

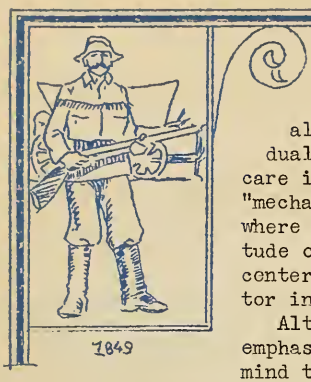
Let us suppose that a transient is enrolling at one of our shelters. He is put through the standard registration procedure, states that he is only "passing through", is given the routine treatment of cleanup and physical examination, receives his bed and meals, and travels on. His physical care is the responsibility of the shelter during his stay; that is, he must be fed and housed, and if emergency clothing is required, that too will be furnished.

It may be that this transient has no particular destination, and signifies his desire to embrace the camp program. We are still concerned with his physical care, but as soon as his camp destination is considered the matter of individualized service enters into his case. It may be that he has some regular trade, such as plumbing, and a plumber is needed in one particular camp. This will give the transient a chance to practice his regular trade, which will help immeasurably in his rehabilitation back into normal life. Perhaps he is physically or mentally unsuited for camp life, and some other plan of treatment must be worked out for him. In either case, individualized service becomes necessary to the successful treatment of his case.

The establishment of the Federal Shelter was the first step in the physical care of transients, and the shelters were followed by the camps, where physical care is interwoven with the rehabilitative process to a much greater extent, and where a finer degree of individual care can be given. The final establishment of these two general types of treatment centers served to care for emergency and general needs, but we still had the problem of the man or boy who could not or would not respond satisfactorily to the general program that had been adopted.

In considering social problems involved in the treatment of unusual or "problem" cases, we enter a field which ordinarily requires individual and specialized treatment, for normal care would prove of partial or negative value. To meet this situation logically, the Transient Family Bureau with its staff of trained social workers was called upon, and has played an important role in caring for these particular cases. The impression should not be gained that this service is available only to the abnormal, the subnormal or the eccentric individual. Although first developed for special case treatment, the scope of individual service has been extended until every client feels

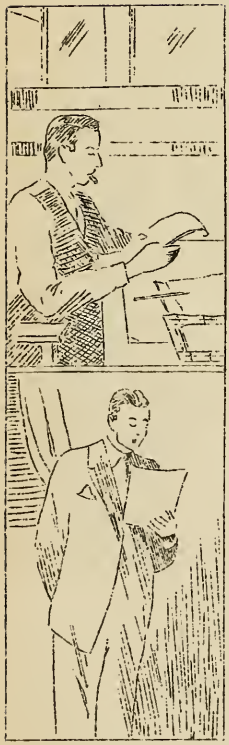





a personal touch in his work, his studies, his recreation, and even in his relation with superiors.

The individuality of our heterogeneous population has always been a source of pride to Americans. That individuality is carefully fostered in our relief work, and special care is taken to keep our bureaus free from any semblance of "mechanical care," which so easily creeps into a department where monotonous routine tends to develop an impersonal attitude of contract. This "humanizing" of busy intake and treatment centers is a job of no small magnitude and is an important factor in successful case treatment.

Although only certain phases of individualized service are emphasized in this chapter, it should be constantly kept in mind that individualization is evident to some degree all through the work of the Transient Service. Even the apparently inconsequential matters of brands of tobacco used, variety of vegetables served, and type of reading matter in recreation halls are dependent on the degree of individualization that is interwoven with the regular methods of care. The type of work that the man performs in camp is determined largely by his individual preference, physical condition and particular proficiency, these factors all being determined through individual consideration of the man under care.



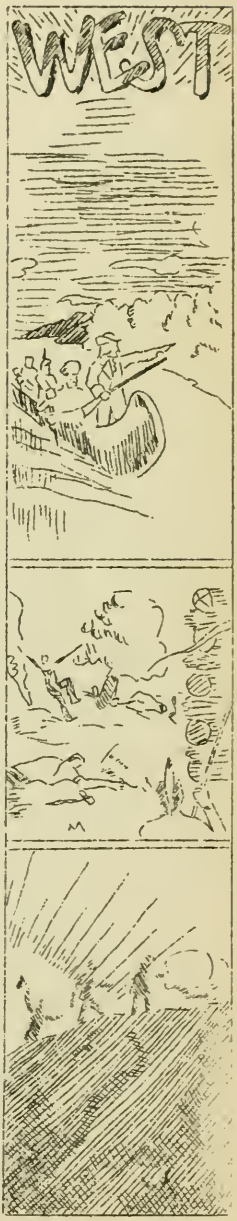
Each phase of necessary individualized service was subjected to careful consideration before the current method of treatment was instituted. In the educational field, for example, questionaires were sent to camps and shelters by which the individual requirements and wishes of the men under treatment were analyzed, and a wide range of popular and useful subjects made available in the curriculum subsequently offered. California's Emergency Educational Program has given invaluable aid in handling personal problems by providing trained instructors who frequently become counsellors, and by establishing other means for individual self-expression and self-advancement.

This chapter first outlines the activities of the Transient Family Bureau in California, and discusses their relations with the unattached man's units in the handling of problem cases of men and boys, as well as the efficient disposition of the family cases for which the Bureau was originally established. As directly related to this field of case work, the possibilities for personal service at our concentration centers for men are discussed, as well as the social care of the transient boy, that anomaly of the times so widely publicized as "Wild Boy of the Road."

In concluding this chapter, a resume' of the Emergency Educational Program is offered, showing its relationship to, and supervision over the recreational and educational facilities of camps and shelters.

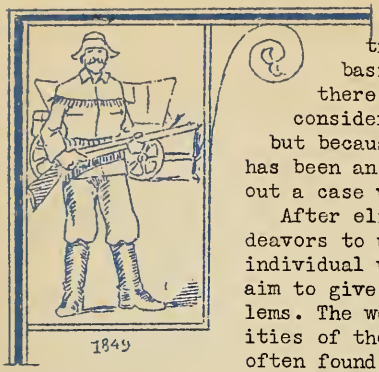
# THE FAMILY BUREAU SITUATION

DESPITE THE WIDE PUBLICITY that has been accorded him during the past few years, the migrant wanderer is no new phenomenon in these United States. Our nation was founded by migrants who left intolerable conditions in their native countries to seek greater opportunities in the new world. As the eastern seaboard was settled, constant migration pushed the frontier west and still west. Always this frontier beckoned to the men and women with courage, initiative and good health, and for long years the bountiful opportunities for wrestling a livlihood from the new land were ever present. With this flow of population toward the setting sun went the traditions of the old English poor law. Basing their philosophy on the sterling success of the early pioneers, Americans grew steadfast in the belief that failure on the part of these migrants was invariably their own fault, and due to an inherent lack in themselves. Relief of the destitute was held to be solely a community responsibility, and relief was restricted to those who could prove residence in the community where relief was requested, the unit being sometimes the municipality, sometimes the county. No provisions were made to care for unfortunate transients, as it was felt that if they could not force success, they should return as best they could to their own community. The various counties or states could set up their own arbitrary requirements for residence, which accounts for the present lack of uniformity among the settlement laws of the United States.




Today our frontiers are gone, and no longer do travelers face the menace of the warlike redskin or the thirsty desert trek, but legal barriers stand everywhere in the way of the men and women on the road. There is no law compelling local communities or the state to provide for these wanderers. The only way in which care can be assured them is that they be considered a national responsibility, and plans for their care laid on a national and uniform basis. To this end, the Federal Transient Service was established and Federal funds ear-marked for the use of transient relief. The Bureau attempts to deal with the transient as an individual problem and to give service consisting of shelter, food, clothing, medical care and transportation, when it is a factor in the proper treatment of the case. Individualized case work is a service of prime importance in the Family Bureau, where service is extended to family groups, unattached women and girls, and those unattached males who require treatment beyond the facilities of the bureaus for single men.

Individualized service enters to some extent into every case the Family Bureau handles. Fundamentally the available courses of action are simple enough: a family may be returned to its place of legal residence or it may be placed on a program of rehabilitation here. One of these courses is the solution for every problem. Into these problems, however, are thrown complex factors to an extent beyond belief. Attempts are made to




treat each family's or single girl's problem on the basis of individual need. It must be remembered that there are certain national policies which are taken into consideration in approaching the problems in the Bureau, but because of the flexibility of the national program, there has been an opportunity for broad interpretation in carrying out a case work approach.

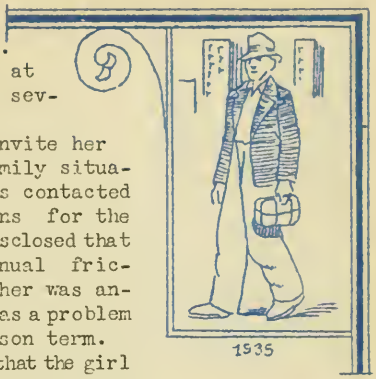
After eligibility has been established, the case worker endeavors to understand the particular needs of each family or individual who is accepted for care. In doing this, it is her aim to give the client an opportunity to present his own problems. The worker then interprets to him the policies and facilities of the Bureau in the solution of these problems. It is often found, however, that the client misunderstands these facilities and expects that the only assistance which will be afforded to him will be immediate return to his own community without any appreciation by the case worker of the causes of his transiency.

It has been mentioned before, but it is worthy of emphatic repetition here, that coercion is never used to force families into returning to their legal residence. Oral persuasion is the only method pursued and if return is the proper solution of the problem, this should be all that is necessary to convince the clients of that fact.

For instance, the Transient Bureau is unable to give hospitalization in long drawn cases and an appreciation of the opportunities for hospitalization in a transient's home community is usually the most valuable service the Bureau can offer in such a case. Mr. and Mrs. Q brought their children to California under the belief that the California climate would be beneficial to Mrs. Q, who was suffering from pulmonary tuberculosis. Neither she nor her husband realized the seriousness of her condition, but examination by our doctor showed that hospitalization was essential. While the Transient Bureau was trying to persuade the Q's to go home, the youngest of her four children contracted the disease. With the help of the physician and the public health nurse, the case worker finally made the Q's realize that emergency care such as the Transient Service could give was neither sufficient for Mrs. Q and the baby nor fair to the rest of the community. Assurance of adequate care at home had been received and the Q's finally left by train for their home community.

The 18-year-old Barbara N is an example of a client who should be returned to her legal residence, but who faces intolerable conditions in her home life. Barbara had hitch-hiked to California, and first applied to the Family Bureau in August. The fact that she was obviously giving incorrect information, was not emphasized by the case worker, who worked out an acceptable plan of assistance. In October, Barbara finally gave her correct family history. It developed that she had left her home in Arizona, where her parents lived, for the third time. As she had been sent home before by another Bureau, she was afraid to tell the truth for fear that the same disposition would be made of her case again. We learned that Barbara's father was on work relief in her home state, and she had left home

because of friction between her father and herself. She admitted having kept late hours and bad company at home, and feared to go back because of her father's severity.



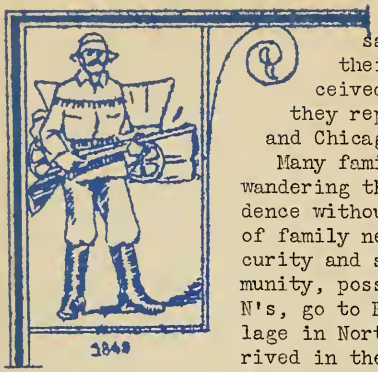

She resented the fact that she was unable to invite her friends to her home because of the uncomfortable family situation. The welfare agency in Barbara's home town was contacted and asked to ascertain the family attitude and plans for the girl—also the conditions at home. Their report disclosed that the father was very strict and that there was continual friction between him and his daughter, but that the mother was anxious for her daughter to return home. The family was a problem in their community and her brother had served a prison term.

In view of the family's situation, and the fact that the girl felt that she could not adjust herself in this environment, it seemed wiser to suggest that she be placed in a girl's home where she would have training and supervision which her home seemed incapable of giving. After investigation, the Public Welfare Department in Arizona found a suitable home to cooperate in this plan, and Barbara was sent back with some chance of adjustment.

Letters received from Barbara reveal that she is very happy in her new home and that she is now getting the training and supervision that her own home had failed to give her.

It is found that families frequently come to California in search of employment and, funds exhausted, have applied to the Transient Bureau for help until they can secure work. Mr. and Mrs. B left their home in Texas shortly after Mr. B had lost his job, and brought their little girl with them to California to visit relatives and find a new job. Mr. B had never been out of work for any length of time and had never had relief. As usual, the new job failed to materialize in the strange community, and the Family Bureau, where Mr. B was forced to apply, persuaded him that his home town—where he had lived for fifteen years—held more opportunities for him. The family was given railway transportation back to Texas.

Although it is normally not feasible to finance a return trip by private automobile, situations occasionally arise where the rule of furnishing transportation only by public conveyance is broken. Mr. and Mrs. M, vaudeville performers, were stranded in California when the show in which they were playing closed. This couple had been touring the country in the manner of their calling, for several years, and so had no legal residence. Mrs. M went to work on the Transient Bureau's sewing project, and Mr. M spent most of his time repairing and improving the "comical mechanical cow"—which was the piece-de-resistance in their clever vaudeville skit. The San Francisco agencies were not booking such acts at the time and the M's were anxious to go to Chicago where they felt certain of securing an engagement. The Chicago Bureau was contacted and arrangements were made with debtors of the M's to assume responsibility for their care until their act could be booked. In this particular case, it would have been folly to ask the M's to give up their car—in which they had built a cabinet for housing the mechanical cow and other paraphernalia of their calling—so they were given the




same amount of money that would have been spent on their railroad transportation. Several letters were received from the M's on their transcontinental trip, and they reported several short engagements between California and Chicago.

Many families that come to the Transient Bureau have been wandering through the country, and have lost their legal residence without gaining another. It is recognized that this type of family needs some plan that will give them a modicum of security and stability. Possibly they will remain in this community, possibly return to relatives, or, as in the case of the N's, go to Rainbow City—the California Transient Bureau's village in Northern California. Mr. N and his two little girls arrived in the bureau one day seeking food and shelter. Mrs. N was in the hospital suffering from asthma, and Mr. N and the two children had been sleeping on the floor in the crowded home of a relative. A home was found for them, and Mrs. N was soon with her family. We learned that the N's had formerly lived in California, but because of continued migration, had lost their legal residence. Mr. N's attempts to find work all met with failure. This family decided to move to Rainbow City, where Mr. N was placed on a metal project, and the two little girls are attending school. The entire family has gained in weight, and they are thoroughly enjoying a house and garden of their own.

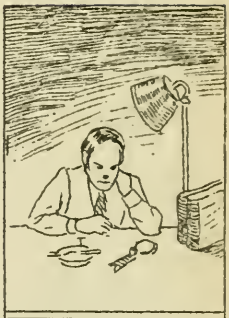
Families often come to the Bureau who have legal residence in other communities and social residence here; that is, they have lived in this community previously or they have family ties here and no such ties exist in their place of legal residence. If these families wish to remain here, a plan is often made to establish them. Mrs. B was born and raised in California, but met and married Mr. B, a New Yorker, and went East to live. The B's had three sons, and while the boys were still small, Mr. B died, leaving the family destitute. Mrs. B's mother was able to send money for their return to California, but could not indefinitely assume responsibility for their support; and Mrs. B, being a non-resident, applied for transient relief. Although her residence was verified as being in New York, all of her family ties and interests were in California. Mrs. B was placed on the sewing project and the boys were given scholarships in one of the community centers, where they made many friends. In February of 1935, having been in California one year, Mrs. B was transferred to the SERA.

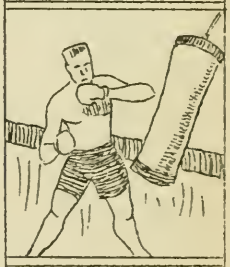
Individualized service is sometimes made possible by the Family Bureaus through utilization of the resources of other social agencies. The girls' agencies have afforded housing, recreation, employment, supervision and protection to single women. Lola's nearest relative was an Aunt in the East, who was taking care of Lola's three younger brothers. The Aunt's home was in a small town, with few chances for employment for Lola, who had received business school training. Lola lived in one of the girls' agencies while under the Transient Family Bureau's care, and secured a position as secretary through the assistance of the Director of Personal Service of that agency. She has become entirely self-supporting and is occasionally able to send her brothers a little money.

Cooperation with public agencies for the care of the problem case of the minor girl has also been obtained. The San Francisco Juvenile Court has been of assistance in housing and supervising minor girls who have obviously given incorrect information, and who might leave town before satisfactory plans could be completed.

Late one afternoon, three girls arrived in the Bureau. They were dressed in men's clothing and gave similar stories, insisting they had no relatives and had hitch-hiked around the country for the last year and a half. It was evident that they were minors, and that they had no intention of remaining in the city.

For this reason the Juvenile Court was asked if they would house the girls until they were willing to give their true stories. After about three weeks, two of the girls disclosed the information that they were California residents and they had hitch-hiked to New York and had picked the third girl up there. The two California girls were transferred from the San Francisco Juvenile Court to the Los Angeles Juvenile Court for care and protection, since their homes seemed unsatisfactory. They had been on the road for approximately three months, and this was not their first departure from home under similar circumstances. The third girl refused to change her story—but some six weeks later she informed us that she was an orphan and had been under care at an agency in New York. Through correspondence, this agency was found willing to take her under its care again and she was returned to New York.



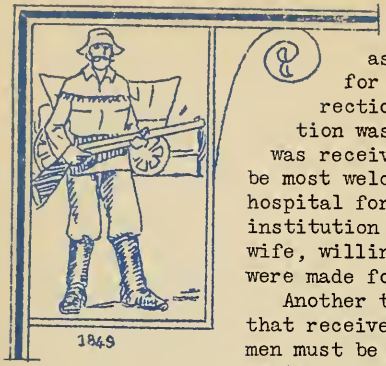


It is not unusual for the Bureau to discover mentally disturbed persons among those who are applying for assistance. This mental condition is largely responsible for their wanderings about the country, and the condition might become more serious if immediate steps were not taken to insure protection for themselves and the community through local social agencies. In addition to caring for the mentally disturbed, the Bureau has been instrumental in securing committment to various state institutions for these people, in order to return them to the state in which they have legal residence.

Mr. and Mrs. P recently came into the office to apply for relief. Mr. P was small and excitable. He was a boxer who had had many serious injuries, and his first remark to the case worker was that he had come to San Francisco to have his eighteenth operation. He stated that he had been in the city last year and had been operated on at a local hospital. The operation had been very successful and he enjoyed the care he had received so much that he had resisted all offers from other hospitals to operate on him. He and his wife had covered some 20,000 miles crossing the country to reach San Francisco. The story was interesting, but there was no record of Mr. P at the local hospital.

The day that they arrived in the office was Mrs. P's nineteenth birthday. She was part Indian, very dark, plump, and pretty. She was extremely quiet, and never took her worshipping eyes off her husband.

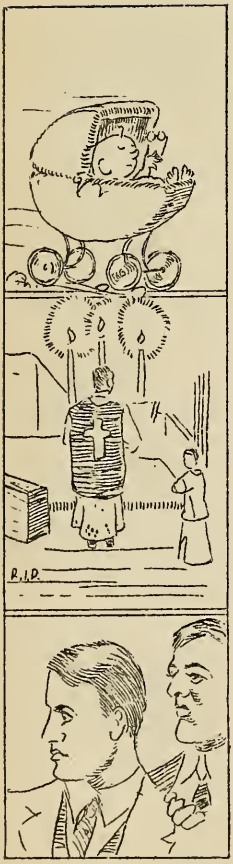
A few days after this young couple arrived, correspondence disclosed that Mr. P had been incarcerated in several prisons,




as well as having been an inmate in three hospitals for the feebleminded. Mrs. P was on parole from a correctional institution in the Middle West. This institution was immediately notified, and within an hour, a reply was received by the Bureau to the effect that Mrs. P would be most welcome there. She was immediately committed to a local hospital for the feeble-minded and was sent from there to the institution that had paroled her. Mr. P, anxious to be near his wife, willingly returned to his legal residence, where plans were made for his care.

Another type of cooperation from a local social agency is that received in some communities when one of the transient women must be confined. The local county hospital makes arrangements for either a home or a hospital confinement. The Bureau provides layettes and other necessities.

Mr. and Mrs. C arrived at the office one afternoon——having hitch-hiked with relatives from another community. Mrs. C was expecting a baby within a few days, and arrangements for immediate medical care and confinement were made with the county hospital and the Transient Bureau doctor. The baby was a girl and was quite heavy. As she grew older, she was quite a burden when Mrs. C carried her out for an airing. The Transient Service cannot supply baby-carriages, but one of the evening papers took up Baby Margaret's case. Mr. R, whose family had outgrown the baby buggy stage, read of the case, and the next day he 'phoned the Family Bureau. His buggy was not new but it had possibilities. It could be scrubbed and painted and re-lined. Now Baby Margaret has her own buggy—as any self-respecting young lady should.




One last little story will serve to show the attitude of the California Family Bureau toward their clients' problems. Little John, the only child of a young couple just becoming self-supporting, developed pneumonia and died. Through the efforts of the Family Bureau, a funeral concern generously donated its services and the cerimony had none of the appearances of a charity burial. The young parents, who are Catholics, laid their child away in a manner deemed fitting to their faith.

Agencies imbued with the modern view of case work practice which recognizes the necessity of adjusting the individual to fit into local life with a resurrected dignity and self-respect, are slowly moving forward in their efforts to create a new understanding of the transient problem.

The Family Bureau still has many barriers to surmount in their program of rehabilitation. Personal prejudices and community resistance to the placement of these unfortunate people will be overcome when the communities are made to realize, that even though they are indigents and are recipients of relief, they still remain human beings and citizens of this country.

When the new concepts become universally applied there will be a lessening of that old spirit of provincialism, and every agency will be able to work together harmoniously, by giving to each person the individual consideration that he or she warrants as such.

# JOINT CARE OF PROBLEM MEN

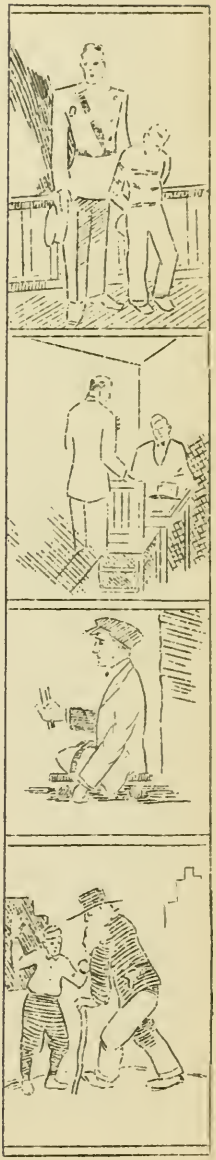
Because of the necessity for speedy care of large numbers, California for a long time found itself greatly retarded in the development of individual treatment. This was especially true in the cases of men and boys whose problems are of such a nature that a camp or shelter will not fit their needs. Within the past few months, however, steps have been taken toward the adequate care of this group, and the unattached men's bureaus together with the family bureaus are working now as single units.

These so-called "problem" cases may be divided into two groups -- the "problem" man, and the transient boy. - Each of these groups may be further classified as, (1) - those who may be cared for by group treatment; and (2) - those who require absolute individual attention.

The great majority of our transient boys may be classed as problem cases needing specialized group treatment. That number of men who are practically unemployed because of age or physical handicaps, form a second category of problem cases which may be handled in groups. The treatment of these groups will be discussed later in this chapter under: - The Transient Boy, and Special Treatment Centers.

On the other hand, the insane, the mentally distrubed, the professional men, and those with virulent or longstanding diseases, present cases which must be helped individually. In the handling of these types, the professional technique of our family bureaus has been of inestimable value. In some centers the men's bureau simply transfers the case to the local family bureau for care; in other places, one of the family bureau staff members is entirely given over to the work of caring for these problem men. In Los Angeles, the "Mecca for Transients" the family welfare has two additional bureaus— the Boys' Welfare Department and the Men's Welfare Department. There the regular intake clerks have been superseded by the trained men case workers, who in turn refer special cases to the Case Work Department for thorough interview and investigations. In other areas only the head Area Registrar has the privilege of referring cases presenting difficulties to local family bureaus, and the training and judgment of these Area Registrars are of such excellent quality that few real problems slip by without adequate care. An attempt has been made to classify "problem cases" as follows:

(1)- The Aged Man
(2)- Men who are physically or mentally diseased or disturbed
(3)- Professional or semi-professional men "who have been better placed socially, economically and culturally"
(4)- Men who have serious illness or death in the family



(5)- Men who request advice or who have some definite plan in which the case worker can be of assistance
(6)- Men who fail to adjust themselves to a camp or group life
(7)- Special problems, (usually selection of men for Special Work Projects

This classification seems to include nearly every type of individual applying for aid should be wish to receive special attention. However, the shelters themselves are equipped to take care of most of these cases and the few who need further treatments are, of necessity only, referred to other bureaus. This classification does give workers selecting problem cases a wide field so that no particular case—judged on its own merits—can be without adequate care.

Some men and boys require transportation; some need simply advice; others must be given special hospitalization or must be housed separately -- and still others have to be handled in institutions or detention homes.

The granting of transportation to clients—especially in the cases of unattached men—is done with particular care. Those who have been selecting men to receive this service have become adept in distinguishing the merits of each individual case... We pride ourselves that few are chosen who represent some sort of "racket." The man who drives in an automobile caravan from Detroit or Chicago to Reno, Nevada,-- and from there applies in a California transient center for transportation home, -where the so-and-so motor company will give him a job, is no stranger to the personnel department. - Neither is his brother "racketeer" who has a bet with a friend in New York - that he could see the country from the "cushions" on the Transient Service... We are not particularly sympathetic with that individual who hitchhikes his way to California on a wild goose chase and demands transportation back home after he has seen all of the state of interest to him. We have learned to distinguish those who merit any transportation by cooperation and good conduct in our camps and shelters.

The presence of the NRA offices has aided greatly in clearing up cases of these so-called "business rackets." The opportunity to earn transportation at the rate of five dollars per month in one of our camps, soon separates the honest man in need from the dishonest man trying to "put one over" on the Division.

Professional standards of cooperation among both state and interstate bureaus have practically eliminated the possibility of a transportation granted under false pretense. The regular procedure in a center where transportation cases are handled jointly by the Unattached Men's and the Family Bureaus is as follows:

1- The client must first apply at the Men's Bureau -- cases at the Family Bureau being accepted only on referral. Here the client must satisfy the worker of his actual need - on a strict merit basis. Those with proved long standing diseases who may be better cared for in their own state and county are considered eligible. The family man who can take his family from the relief

rolls because a definite salaried job is waiting his return, is another worthy case.

II- The Unattached Men's Bureau refers the case to the Family Bureau. From that office the necessary contacts are made with the client's home county to verify his legal residence, to assure him of hospitalization, to investigate his proposed job and his family conditions, and to determine the extent of his benefit from such transportation.

III- After such referral, when the investigation has been completed, and his own county has accepted him, the Family Bureau Supervisor finally approves the transportation, and the worker makes the final arrangements.

Transportation for minor boys may be secured by work in one of our boys' camps—each boy working on a basis of fifty-cents per working day until the cost of the ticket -- of presentable clothes, and a sufficient amount for food en route, is earned. Lads under sixteen are handled in connection with the juvenile authorities.

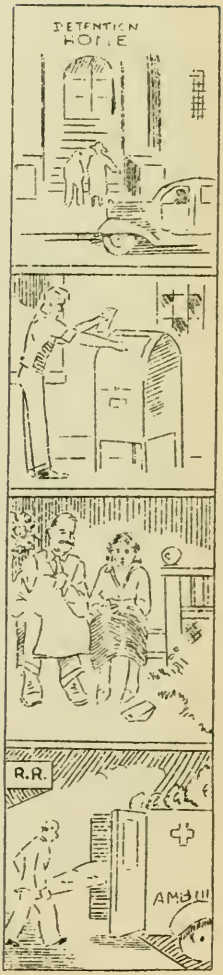
Two typical examples of this joint handling of the "problem" cases—one completed and one under care—have been selected from the files of the San Francisco office:

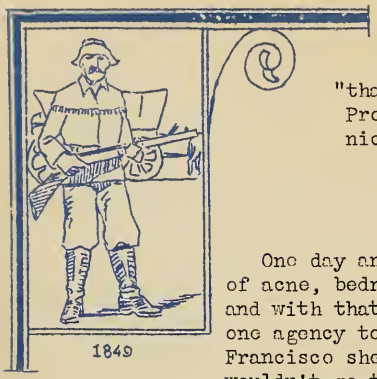
"Joseph (The Professor)"

Joseph was just another of those wandering boys who, having traversed the continent, was most anxious to return home after reaching San Francisco. Accordingly, he was sent to Camp Carleton to work out his transportation money. At camp he became one of the most trusted of all boys, and in time was considered to be the finest boy the camp had had... Finally, through sudden seizures, it was discovered that the lad had T.B. and officials sent him to the shelter medical center because of hemorrhages at night. Immediately the boy was placed in San Francisco's transient hospital and the case record was transferred to the Family Bureau. Shortly his condition became such that he had to be transferred to the County Hospital for special care.

The question in this particular case was whether he should be sent home in his condition, or remain in San Francisco. If he were to be sent home, arrangements had to be made for admittance to a local hospital immediately upon his arrival and an assurance of this one particular had to be gained by long distance handling through Family Bureau affiliations. Communicating with his home and the local agencies revealed the fact that hospitalization could be obtained, and that his parents were very anxious for his return. It was finally decided, since arrangements could be made in the East, and since the best place for an ill boy is among his people, that he would be sent by train compartment with an attendant whenever the local doctors would approve the rigors of the trip. Accordingly, he was returned, an ambulance met the train, and he was taken to a hospital immediately. Some weeks later, after Camp Carleton had been transferred, the following letter was received:

"Dear Mrs. X- Received Mrs. C's letter. Sorry to hear that Camp Carleton is disbanded. I shall always have fond memories of it. I'm feeling fine. I enjoy being here much more than I did in San Francisco. Not that I did not like it - but I'm with my folks. When you go to Camp Roosevelt please inform W and C






"that the Professor still lives. Long live the Professor. All day long I lay and dream of the nice times I had at camp.

Sincerely, -Joseph."

---

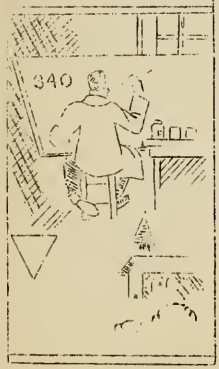
"Billy"

One day an 18-year-old lad, undernourished, with a severe case of acne, bedraggled in clothing cast-offs, unkempt in condition, and with that attitude a youngster gains after beingreferred from one agency to another all day without food - walked into the San Francisco shelter. Immediately he became a problem case, for he wouldn't go to boys' camp, he wouldn't stay at the shelter and he wouldn't be sent home. His story was that he had left home because conditions forced him to do so. He had been selling newspapers at night, supporting himself the best he could since he had lost one hand trying to "make a freight" sometime during his travels. He could not understand why he wasn't a state resident - having supported himself for some years in the city - but he was determined to become a resident—even if he had to starve to do it. All that he wanted was some groceries to fill out on when he didn't make enough in the news game.

Billy was referred to the Family Bureau -- primarily to try to gain his confidence, and to attempt to formulate some plan for a future. First he received food, then treatmentfor his acne, then a room. Soon the worker so gained his confidence that Billy became a regular caller when he had nothing else to do.

After a while the State Rehabilitation Bureau for the handicapped was made aware of his case, and he is now taking a course in show card writing—since his one interest is in drawing. He is going to the Y.M.C.A. for recreation and attends church on Sunday. He has developed a four-fold program.

Billy has become a very likeable boy and makes friends easily. One day when he came to give an account of his earnings—a weekly procedure—he mentioned the purchase of two flower pots. When the worker asked him if he were starting a garden of his own, he replied, "Oh, no; I gave them to the woman for whom I worked and she is going to give me a canary." When asked what he would do with the canary, he hesitated and finally replied, "Oh, I know a nice young lady who would like a canary."



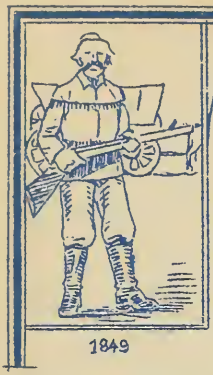

---

Although the usual service of the Transient Family Bureau in cooperation with the Federal Transient Service for men is in the furnishing of transportation to the legal place of residence, there are many other occasions upon which the two departments work in harmony. Psycopathic and bad medical cases are occasionally encountered that require specialized case work - and these are of necessity handled by the Family Bureau. Then, too, there is the problem of long distance transferral for boys from an outlying shelter to the boys' camp; also the occasional problem of committing an insane person to the proper institution; of placing a client afflicted with a communicable disease—such as a tuberculosis, in private quarters; and of caring for the blind.

# PERSONAL SERVICE IN MEN'S BUREAUS

DURING this tumult of unemployed man-power, fast turn-over, emergency needs, limited funds, and untrained personnel, individualized service has been forced to accept a complete change. In California's Men's Bureaus, case work, involving individual histories, written reviews, professional advice and placement, is possible only in very few cases. If it were to be attempted, such a routine of details would defeat its own ends, for the ultimate answer to the problem, in the great majority of cases, lies in the possibility of employment - which no amount of professional case work can produce. Recognizing this fact, the California Transient Service, from the time of its inception, has slowly but effectively rearranged the type of treatment rendered to include much practical individualized service in every possible phase of the work to "help each man help himself." No attempt is made to catalogue the cases, but a very definite attempt is promulgated to make this personnel service as free from professional stigma as possible. We are working among perfectly normal men who need work—not advice; they request food—not a prying into their past; they appreciate medical help—not a record of their problems for public survey. In other words, our case work is the treatment itself and each man may be his fellow's case worker. Each department helps build every person to that mental and physical status which is necessary before the first real step can be taken on that difficult road leading back into normal walks of life.

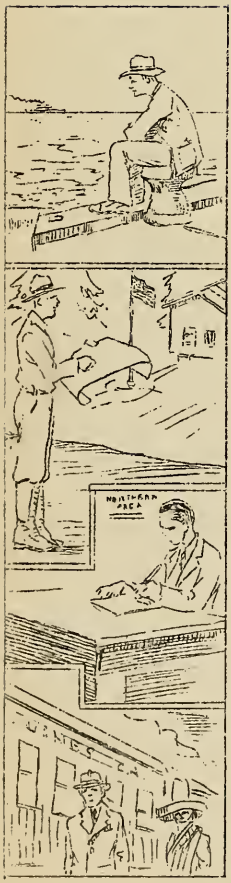
Perhaps the most difficult type of personal service with which the Transient Service has to cope lies in that perfectly normal individual who has been a useful citizen - who has gained distinction in his work - and who has helped form the bulwark of our society. Now he has suffered financial reverses through no fault of his own, and he finally reaches the door of some city shelter - disheartened, physically unfit, bitter over his fate, and resigned to the fact that his days of usefulness, employability, and man's natural heritage -- that of the enjoyment of life -- are over. At this particular point, the entire personal service of this division comes into its own. This disheartened individual is interviewed by a man who cheers him up and who knows how to cheer him up -- because he too was a downhearted transient a few months ago. Next he has a real bath and clean-up, supervised by other men who have come to the shelter like himself. Then he is given a physical examination by former medical students or graduates or whatever type of medical men may volunteer their most helpful services. Later come meals, work details, card games, entertainments,—even a camp situation—and always he finds men, like himself, handling each situation, trying to lend him a helping hand—until he too will have found his place in a volunteer capacity helping other men like himself to help themselves, providing that there is always a place where a man may be of service to the world.




This system of volunteer members of our various crews (and they must be called volunteers since the slight cash allowance we are able to give them is but a poor repayment for valuable service rendered)is, in and of itself the best type of personal service possible. The individual feels himself useful once more; his attitude changes from one of passive acceptance of the inevitable to one of active service, and gradually he possesses the mental attitude so necessary in finding that evasive job.

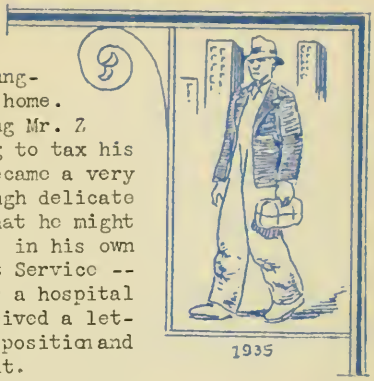
As one result of this type of service, an outstanding example is given below. This is an actual case history:

Mr. X, a man with an active mind and a forceful yet friendly personality, had secured his education in two of our outstanding universities, and just prior to our so-called depression he was the manager of a large sales force with the entire continent of South America as his territory. When the business debacle struck the export business of his firm it reached so low a level that all foreign connections were discontinued. Mr. X, like many other successful men, knew that business was poor but he had no idea that the economic chaos was so widespread as to make it impossible for a man of proven worth to establish immediately new business connections. With an enviable reputation in foreign trade, Mr. X moved to the Orient, once a gold mine for a man with his qualifications. Later, his funds exhausted, his visible world all awry, Mr. X went "on the beach" in Australia. A beach comber may be good fiction material but he is no longer a romantic figure to Mr. X. He managed to work his way back "to the states," and found himself in San Francisco with no funds, no job and no friends. He was forced to apply at the San Francisco shelter, and after a few agonizing days -- for it is hard for this type of man to become reconciled to the word "relief"--he volunteered to manage a work detail at the shelter. He did his work well, and successfully held the positions of night watchman, truck driver and assistant building foreman. Later he became the manager of one of our transient camps; soon he was the superintendent of a group of camps. After some seven months in this service, he was appointed Area Director, in charge of a shelter, warehouse and a group of camps. Shortly thereafter a large eastern import and export company learned of his whereabouts, and he accepted a responsible position as their representative in Latin America. As he said in his letter of resignation, "For me, this is the end of the depression."



Another outstanding type of personal service given by the transient division is that of helping young men who have left their home environment to forget a great disappointment and to begin life anew. Instead of relieving their minds, these young men find that the life of the road only enlarges their mental troubles, since the lack of employment and hardships they must undergo with no goal in sight serves to magnify their worries.

As an example, Mr X was very happily engaged to a charming girl, and had gone so far as to purchase furniture and select their home, when his fiance contracted a very serious disease. Mr. X managed to send her to a sanitarium but she later passed away--her end possibly hastened by altercations with her family.




The blind human instinct of flight drove this youngster to a Federal shelter three thousand miles from home. In this case the personal service consisted of giving Mr. Z employment for both his hands and his mind, something to tax his brain besides his own personal troubles... Mr. Z became a very able member of the shelter office force, and through delicate suggestion, the idea was implanted in his brain that he might better solve his problem by fighting the bad memories in his own home locality. Mr. Z was sent home by the Transient Service -- and we later had the pleasure of recommending him for a hospital attendant's position near his home. Finally, we received a letter from Mr. Z giving a glowing account of his new position and breathing a general air of prosperity and contentment.

Constant changes in personnel are a real problem to our office managers, but they greet each departure with a smile, feeling that for every clerk they lose, the country has regained a worth-while citizen. For that reason, our methods of clerical procedure are always flexible, simple, and easily mastered by the ordinary office worker.

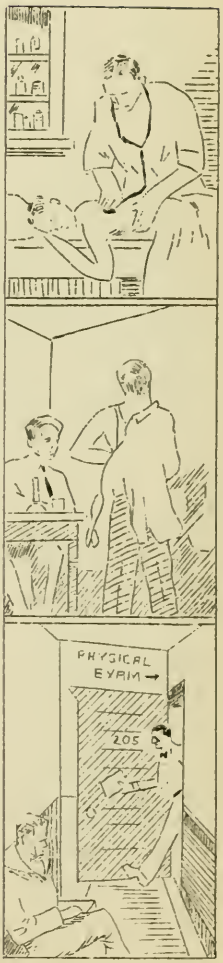
One could write volumes on the various phases of personal service extended to perfectly normal men by the Transient Division. Some leave before we have had a chance to aid much in their particular cases; some establish themselves locally and thereafter become busily engaged in helping others to help themselves.

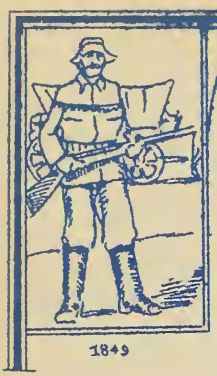
A second great classification to which the personal service of the Transient Bureau has been extended is that percentage arriving at some intake bureau in need of medical treatment. At our clinics in the larger cities, men apply by the hundreds for treatment of all sorts of ailments, from slight skin infections to the more serious contagious diseases. A complete history is kept of each case—including diagnosis, treatment, daily history, diet, and final disposition.

One great service rendered by our medical department, is in the segregation and treatment of venereal cases. Where the man on the road formerly unknowingly carried these virulent germs until the disease resulted in disability, paresis, and even in early death, the infection is now discovered through the physical examination which every man must undergo before entering a shelter. He is immediately placed in an isolation ward - and the proper treatment instituted.

In the smaller centers, arrangements are normally made whereby blood tests are taken by a local laboratory, and in the case of positive reactions the men are transported to the larger centers where the proper care is possible.

There are innumerable occasions upon which the usual time limit of four days in the shelter is extended. The man may have secured work, and needs food and shelter until his first payday; he may be seeking admission to a veteran's hospital, and needs subsistence until the hospital accepts him for care; he may be seeking admission to the C. C. C. camps, and needs a place to stay previous to the date of his departure; he may be attempting to locate relatives. In any event, the idea always before us is that the shelter is here to help the man -- and not the man to maintain the shelter. For this reason, any rule is carefully censored before it is posted "to be followed without exception."






The shelter is confronted by many individual problems, problems that may be met but once. There is the man who is waiting references from the East before he is finally accepted for a well paying position; the veteran who is trying to "run down" a compensation check; the man who is here at the request of his aged mother to find the brother who left home twelve years ago and is "probably somewhere in this part of the state;" the man who needs proof of his legal residence, and is having trouble securing it.

Although our individualized service is far from perfect, we believe that we have made a start in the right direction by the application of tolerant ideas and friendly cooperation, rather than by the use of hard and fast rules of procedure. To the trained case worker, occupied by the problems of the family and man with a home, case histories may be necessary -- but to us, offering food and shelter to the bewildered victim of the depression, buffeted about by the winds of unrest unless he falls to the depths of aimless despondency, the question that dwarfs all others is this:

"What will do YOU the most good, buddy?"

# THE TRANSIENT BOY

THE ladder fascinated Jimmy. It was a very small ladder, and when the carpenter stood on the tip of it he was barely able to reach the top of the wall. Jimmy sighed. He was so very much smaller than the carpenter... and even the carpenter would have trouble scaling the wall from that little ladder.

Jimmy sighed again and resumed his promenade down the detention home path. That was the only thing a fellow could do without somebody saying, "You mustn't" or "Don't do that." Jimmy had only been in the detention home a few days -- but it seemed years since he had chased grasshoppers in the field and kicked up the dust of the open road with his care-free feet.

Jimmy hadn't wanted to leave Camp Carleton. Why the heck did they have to coop a fellow up here just because he wouldn't give them his mother's name? Why couldn't they leave him alone out in camp, where he could play ball and swim and roam the woods with the other boys and where that swell guy, Colonel Muldoon, wasn't always saying, "You mustn't" and "You can't." He was a regular follow, Colonel Muldoon.

Jimmy had turned and was walking back in the shadow of the wall. What was the matter with his feet, anyway? Oh it was that darned ladder turning his feet away from the regular path. Jimmy sternly ordered his feet back into the right-of-way and then he made an astounding discovery... the ladder was still there—still leaning against the same wall, in the same place, but the carpenter was gone! Abruptly, Jimmy stopped and glanced quickly around the yard. Nobody was in sight. It was nearly dinner time and everyone was inside.

Like a flash Jimmy had darted to the ladder and had placed it closer to the wall in order to utilize every inch of its reach. Up the ladder he hastened, but still the top of the wall was beyond him. Undaunted, Jimmy dug his toes into the cracks and the crevices of the old wall and a moment later one small boy dragging himself painfully to the top of the detention home wall, turned and gave that dignified structure the immemorial salute that a small boy manages to achieve with the aid of thumb, nose and forefinger—then disappeared on the far side of the wall.

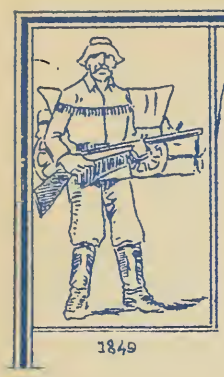
Late that night, Colonel Muldoon was just completing his check-up of the day in camp, when a small boy—unkempt, dust covered, and weary, limped into his office. Colonel Muldoon gazed in bewilderment.

"Jimmy! For heaven's sake, how did you get here?"

"I walked, Colonel. I walked all the way. I don't want to go back to that old detention home... I want to stay out here with you and with the rest of the fellows."

You and the rest of the fellows -- What a tribute to a great leader of Young America!

It had been just two months since Jimmy wandered nonchalantly into the San Francisco shelter and asked for "somethin' to eat an' a place to sleep." To the interviewer, Jimmy divulged the confidential information that he was 16 years of age and had




started out from Spokane with his father, who had soon left him and told him to make his own way. Jimmy was extremely small for a 16-year-old, and his story of the hard-hearted parent who bade him "begone and never darken my door again" was hard to accept with a straight face.

A boy's word, however, is fact—until we learn otherwise—so Jimmy was taken to Camp Carleton, and the usual inquiries were directed to Spokane. Jimmy was enjoying camp to the utmost while the replies drifted monotonously in to the San Francisco office - no such address - no such person - no record.

Suspicious after all these denials that Jimmy's information might be somewhat spurious, we were justified in doubting the years he attributed to himself. Until some definite information could be gained on his case, he was turned over to the Juvenile Court. It was from their jurisdiction that Jimmy escaped and returned to camp, at the cost of a sprained ankle followed by an 8-mile hike.

Although Jimmy's refusal to be separated from Camp Carleton could not but inspire sympathy, it was necessary that the probation officer be informed of his delinquency. So it was that Jimmy saw the case worker driving into camp, and decided on flight from his beloved Camp Carleton. The case worker caught up with him as he trudged along the road that led to Redwood City, and he turned to her with his infectious grin.

"I guess you caught me, ma'am. Say, if I give my right name, can I go back to Carleton?"

So Jimmy returned to camp and the same old round of inquiries started again. This time the information was correct and Jimmy's parents were located. Jimmy, according to his mother, was an inveterate runaway.

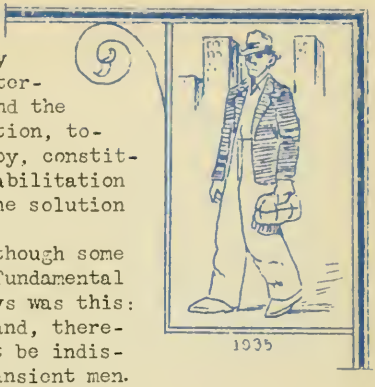
Jimmy's naive intelligence and happy nature endeared him to all with whom he came in contact, and it was with a genuine sense of loss that we saw him leave Camp Carleton and California. Yes, Jimmy—like every other small boy—finally decided that home was the best place after all, and mother was the best friend.

But next to the niche reserved for mother, in his estimation, is a slightly smaller one for Colonel Muldoon, and Jimmy, safely in school, has been heard to remark that some day he hopes to be back in Camp Carleton.

* * * * *

With justifiable pride, California points to her achievements in taking the transient boy off the road. Although our goal may lie in a vision of the future, proof of the efficacy of our methods may be shown in cold figures: Out of 165 boys who were returned to their home towns, the cases chosen at random from our records, 130 boys or 78% of the number returned were definitely "off the road" five months after they were returned. Our program for boys would be justified even if this were the only beneficial result of the treatment.

The principle of separating the boys from the men is not included in the transient program in most states. From the beginning of the FERA in California, it was deemed advisable to make this separation, and the wisdom of this step has been proven beyond doubt.




The first step towards the reduction of transiency among boys in California was the creation of work enterprises that were both constructive and instructive and the installation of varied educational programs. This action, together with an intelligent study of the individual boy, constituted an essential move in the general program of rehabilitation and is still considered the primary basic step in the solution of the transient problems.

All problems of men are not problems of boys, although some of their troubles do fall in the same category. The fundamental thought behind our idea of a separate program for boys was this:

That situations which pertain especially to boys and, therefore, need a specialized type of treatment, should not be indiscriminately mixed with the group problems of older transient men. Through this discrimination the question of leadership becomes easier. When the boys' work program is distinct from that of the men, specialists in boys work can be secured to concentrate on the problems peculiar to minors and to devote their full time to this important phase of the rehabilitation program. Under the classification of "boys" we group those of adolescent years and the years immediately following adolescence -- when the mind is most receptive to ideas and most plastic. This plasticity should be given full play in the formation of a program and should not be wasted or thrown into the wrong channels by mixing the boys with men who are set in their mode of life and thought.

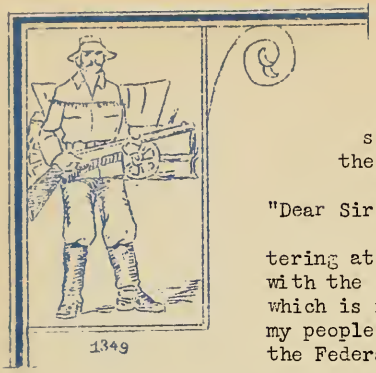
The first contact of the boy with the Transient Service is at the time of registration, and here, probably more than anywhere else, that oft repeated truism of the social service field holds good: The most important contact is the preliminary interview. The impression which the boy receives at this time will determine to a great extent, his attitude towards the agency and towards any plan the agency may later make for his welfare... At this interview the clerk must do his work well, for it is here that the plastic mind of the boy first turns to that channel which leads from the sluggish river of vagrancy to the brighter fields of home and respectability.

To illustrate the difficulties that are regularly experienced in working out a beneficial plan of rehabilitation or in providing medical care for boys, the case of Eddie is presented.

Eddie applied at the Federal shelter, stating that his home was in Jersey City. Upon examination it was discovered that Eddie was tubercular, and he was immediately placed under medical care. Machinery was put in motion to establish proof of Eddie's legal residence, as this was a case where the boy must be sent home to receive proper treatment.

As in the case of Jimmy, all of the inquiries "drew blanks." Eddie's case being serious, he was referred to the Family Bureau and their workers received an entirely different set of answers. Their inquiries drew the same replies - "no such person."

As the shelter hospital could not provide indefinite treatment, the Family Bureau arranged that the boy be admitted to the City General Hospital. Here he lay for four months, slowly but surely responding to treatment. The case worker visited him several times each week, bringing magazines and what little clothing he required, and questioning him quietly regarding his back-



1349

ground. Eddie's answers must have established some sort of a record for variety of statements, but one day the following letter was received at the shelter:

"Dear Sirs:

Being guilty of false statements I made when registering at the shelter last December, I want to come through with the goods. The name I registered under was Clifford Meade which is false. My true name is S-- and I lived on a farm with my people up to March, 1933. I was sent to the hospital from the Federal Shelter with T.B.

I am disgusted with stopping here, so if you could make some arrangement with my people to send me home, well I'm ready to ride. You can get in touch with them at the address I give here. Clifford Meade is the name I gave myself; S- is the name my old man gave me.

Yours truly, S-- "

Dear Sirs:
Being guilty of false statements I made when registering at the shelter last December, I want to come through with the goods. the name I registered under was Clifford Meade which is false. my true name is S—— and I lived on a farm with my people up to march 1933 I was sent to the

---

In reality, only two broad plans can be made for the boy -- any particular plan being only a variation of one of these two. These plans are fundamentally simple. The boy can be sent from California to some place where his particular problem may be better handled, or he can be maintained here.

The following plainly illustrates how the various ramifications of these two fundamental plans may be consummated:

First, we may send the boy away from California-

(a) by obtaining funds for his transportation from relatives or friends;
(b) by immediately furnishing him with transportation, or
(c) by placing him in a boys' camp - where he may work and earn his own transportation.

If transportation is provided, his destination may be a legal residence, or the home of relatives or friends, or a place where he is promised employment, or even to an institution desiring his return.

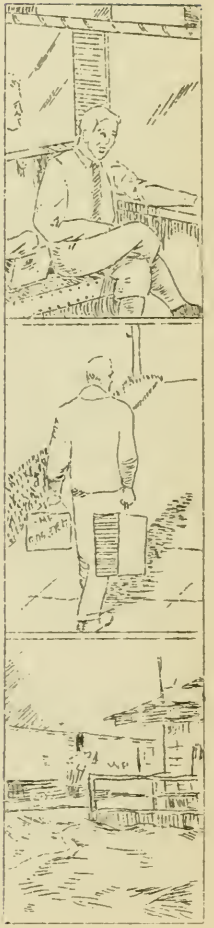
Second, we may permit the boy to remain in California under Federal auspices—either in a resident camp - or in a Federal Lodge. On the other hand, the boy may be absorbed by the local community either through-

(a) placement in a local family;
(b) by securing permanent employment;
(c) through an educational scholarship;
(d) by enlisting in the service of the Army or Navy or the Marine Corps, or
(e) through acceptance by the C. C. C.

In all ordinary cases the boy should be induced to return to his place of legal residence. Rehabilitation as a rule is much easier where one has friends and relatives than where one is entirely alone. This would seem to apply to the boy with even greater force than to the man. Even if the parents are no longer living there is usually someone willing to assume responsibility for his care and furnish him with a home where he will be

well cared for and where he will be content. The economic situation should never be used as an excuse for permitting the boy to remain in California. If, however, his home is broken, discordant or badly disorganized, then there is much to be said in favor of permitting him to remain here. Neither society nor the boy himself would benefit were we to send him home only to have him immediately become transient again. Such a course would be extremely unwise.

To test the actual value of our policy a survey was recently made of boys who had been returned to their homes... This survey was based on 255 cases, chosen at random. In each case a letter was sent to the agency in the boy's home town. Only those cases in which the boy had been sent home at least five months previously were considered. We sent out letters on these 255 cases, and at the time of this writing have received 165 definite answers. Of the cases contacted, 67 (or more than 40%) of the total, are working or are in school. More than one-third of the boys are employed—over 25% of them on full time jobs. Of all the data we received, one fact stands out to drive us on to greater endeavor in this work: 130 BOYS.... or 78% OF THE TOTAL... ARE DEFINITELY "OFF THE ROAD!" Can any state with a similar problem fail to take some corrective action in the light of these facts?

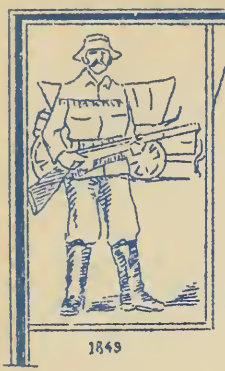


Those boys on full time jobs are doing everything from farm work for a relative for room, board, and $5.00 per month, - to doing factory work at $90.00 per month. One of them is a hotel clerk, receiving $50.00 per month and his maintenance. We find food for thought in the variety of jobs these youths tackle in order to get back to work. We find them classified as farmer, clerk, soda clerk, dairyman, factory hand, truck driver, millhand, mechanic, janitor, apple picker, caddy, professional base ball player, chauffeur, newspaper boy, errand boy, bookkeeper, elevator operator, shoe factory worker, service station operator, meat market assistant -- good citizens all! No longer do they lurk in the muck of the jungle, waiting to board the "hot shot" as it roars by; no longer risking life and limb to "unload" as the "manifest" passes the shelter.

In addition to the figures cited above, some of these boys had worked since returning home but were unemployed at the time the agency contacted them. Others were temporarily out of work but assured the agency that they had definite prospects of employment in the near future.

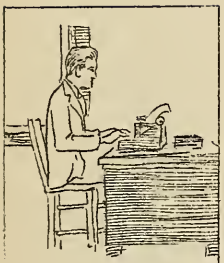
As the immediate problem of the boy is essentially different from that of the man, so is the cause of his migration. Regardless of the true facts of the case, the man's answer to this question is practically always the same, "seeking work." - In most cases, that is the truth. It may be unfortunate that our transient registration centers do not ordinarily have time to delve deeper into the causes, but the influx is normally too heavy for the registration clerk to do any real social work.

With the boy, it may be that family troubles drove him from home; it may be that he fled from the restrictions of some institution; he may be super-sensitive -- but the boy is always actuated by the spirit of adventure - lured by the call of the far places. He sees the humor and the romance of the road where




the adult sees only hardships. His faculties are not numbed by fear of a hopeless future. He may indeed have followed a weary road, and he may have learned that the far places are but little different from the near places, and not nearly so friendly to a homeless wanderer—but he is not down and out. He still has a ready wit and a jaunty step, but "home" has become a beautiful word to him. A chance to play baseball, and study, and work a little—and then to go home on a railroad train, not a freight, but a passenger train. Oh boy!

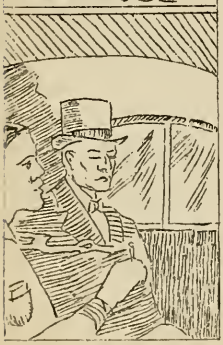
Unheralded tributes to the depth of understanding of our area and shelter directors come daily, when some particularly incorrigible youth is brought in to the office protesting volubly that he will not go to "one of them camps," and insisting that he will "bum" his way home unless his ticket is purchased at once. A private talk—quiet, kindly, man-to-man -- and the boy leaves the office with his head a little higher and eyes sparkling as though he longed to tell the world "I'm not sponging off anyone, I'm working for my fare home!" These boys almost invariably go to camp, work out their transportation, and return to their homes.



Many directors have a practice of notifying the parents whenever a boy is sent to camp - writing them a short but friendly note telling them that their boy is in healthful surroundings, with every recreational and educational advantage—that he receives adequate medical attention and will be permitted to earn his transportation home. These directors have remarked that several of the letters they receive in reply make them inordinately proud of the part that they play in the rehabilitation of the American youth, infinitesmal as that part may be.

The only discouraging feature that was revealed by the survey was brought out in the cases of boys who had returned home full of confidence, but who, after several months of a futile search for employment, had given up in despair and again resumed their wanderings. Sad as it may be, this feature is no fault of the system we practice, and is a problem that could only be attacked at the source.

The results derived from this survey were interesting, and to us they were indicative of the value of our transportation policy, but they are not sufficiently broad to form any basic conclusion. However, the high percentage of cases in which rehabilitation has been accomplished is ample justification for the continuance of this program of transportation camps.



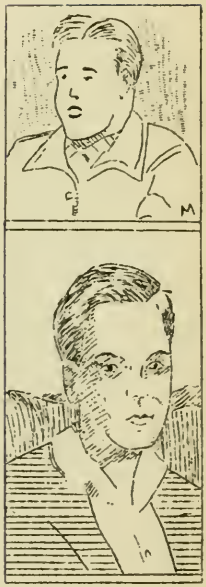
In cases where there is a different problem and where it is deemed inadvisable to return the boy, a wide range of choice is available in camps and lodges, where separate programs of education, recreation and vocational trainings have been inaugurated to meet the needs and desires of the individual.

One of the greatest problems that first faced the Transient Service in California was the establishment of an adequate educational program. With the inauguration of the Emergency Educational Program and the extension of its services to transient camps and shelters, a tremendous step forward was made and the problem then became the approximately simple one of determining what types of courses should be taught.

A questionnaire was submitted to 134 boys -- asking them to

designate what subjects they would prefer to study. It was explained to them that the result of this vote would largely determine the courses to be introduced in the camps. Most workers were firmly convinced that the boys would have nothing to do with academic subjects, and to these workers the results were amazing. English, with 90 votes out of a possible 134, led all other subjects -- leading the nearest competitor by 20 votes. Few indeed would have named English as the subject most likely to be chosen by wandering boys of the road. Later investigation disclosed that these boys felt that a cultivated mode of expression and a good vocabulary would be a most valuable asset when they apply for a position.

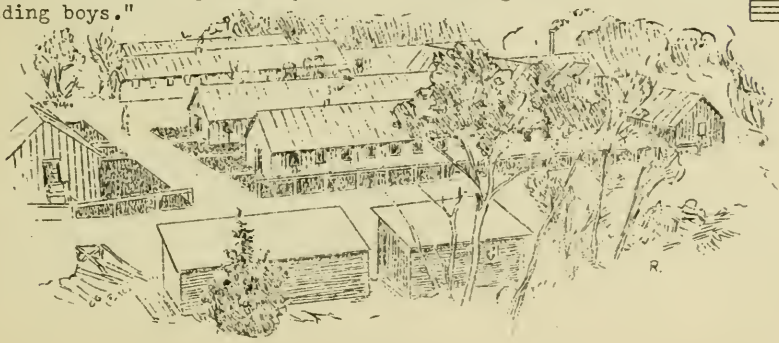
Penmanship, arithmetic, and aviation were tied for second place. A heavy vote for aviation might be expected from these boys -- but the fact that three of the four most popular subjects were academic was surprising. Most of the boys who voted for engineering and mechanics, also voted for arithmetic, as well as algebra and geometry - as they realized that a knowledge of these subjects is necessary to success in the engineering or mechanical field.



Reading, history, Spanish, electricity, radio, commercial art, algebra, civics, current events, and instrumental music, ranked in that order of popularity -- followed by geometry, music (vocal), dramatics, public speaking, blueprint reading, and—in smaller regard—landscape gardening, stenography, and Diesel engineering. Bookkeeping, chemistry, civil engineering, botany, and biology, were written in by the boys.

In a program of the type outlined above - where individual interests are studied and served, the boys' mental and emotional qualities are stabilized, and an atmosphere of real friendliness is created which tends to make a harmonious inter-relation between the boys and those boys who are assisting in their rehabilitation.

The thought foremost in our minds is always that the camps were established to serve the boy -- and that the boy is not sent out to serve the camp. A slogan has been adopted which is followed in all projects, and which is intended to be inflexible in its application while the boys are under our care: "We are interested, primarily, not in building roads, but in building boys."



CAMP ROOSEVELT, CALIFORNIA

# THE EDUCATIONAL PROGRAM

THE ultimate goal of the transient training and recreational program can be expressed by, - "A Recreational Activity For Every Man." In our association with the average man in camp we have come very definitely to the conclusion that although he is only temporarily a transient, there is a grave possibility that he may become a permanent "tramp" unless something of a constructive welfare nature is done.

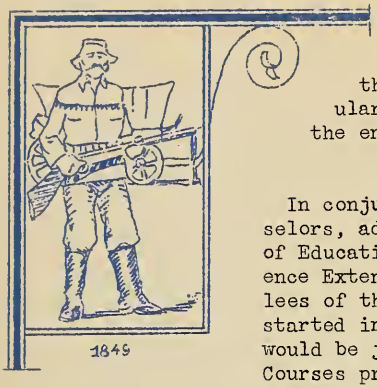
We cannot help but feel that self-respect can best be maintained through an intelligent plan of work plus a leisure time program full of constructive opportunities. We also appreciate that camps must not be made so inviting that men prefer them to normal life.

Men should, however, be given the opportunity to keep alive the skills which probably took them many years to acquire. For example, those who have been carpenters should have an opportunity to learn more about carpentry or some of its kindred subjects, so that when this period of depression is over they will not feel that it has been entirely a backward step.

Opportunities should be offered for continuing hobbies made during normal life, and for originating new ones. It is felt that hobbies are very instrumental in keeping a man well balanced in his thinking and in his attitudes. A leisure time program should be filled with such activities as education, athletics, reading, and social recreation.

## DEVELOPMENT

Prior to August, 1934, responsibility for the leisure time program of each shelter and camp rested upon the interest and ingenuity of the person in charge. In some units, particularly in the boys' camps, good programs were organized, while in other units advantage was taken of educational work offered by local city school departments. At that time, shortly after a director had been named for the Transient Division, the State Department of Education took over the Emergency Educational Program. This gave the Transient Service an excellent opportunity for organizing educational groups within its units under the supervision of experienced personnel, for which funds were provided from the ear-marked Emergency Education Budget. In order to take advantantage of the program at the earliest possible moment the Transient Educational Director, after the organizing conference in Berkeley, called for 150 instructors who were destined to become "Educational Counselors." The program permitted one counselor to every 50 men enrolled in camp, up to a maximum of 4%. No limit was placed on the subjects a counselor could and did promote. They ranged from the simplest class in 4th grade arithmetic to most technical discussions in general science. By means of a physical education program, many phases in the field of athletics were also promoted.




The Emergency Education Program is now functioning in the majority of camps, and the benefits of this particular field of activity are especially noted, together with the enlargement of the boys' program.

## CORRESPONDENCE EXTENSION PROGRAM

In conjunction with the Education Program given by camp counselors, advantage was taken of the offer of the State Department of Education to include the Transient Service in the Correspondence Extension Program conducted by that agency for the enrollees of the Civilian Conservation Corps camps. This program was started in November, and it was felt that an enrollment of 200 would be justification for the move - but these Correspondence Courses proved surprisingly popular. By the end of February more than 2,000 courses in Diesel engineering, business English, blue print reading, journalism, forestry, practical photography, psychology, auto mechanics, and How to Study, were being given to enrollees.

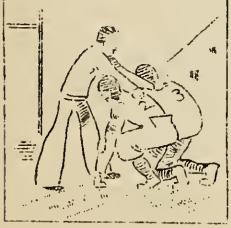
By experience, the writers of these courses discovered that they must be prepared on the level of the education of an 8th-Grade boy. This is credited with being one of the prime factors for their popularity. Each course consists of only twelve lessons, and many such courses are necessary to complete the work in any subject. Courses are written in short sentences, with the fewest possible technical terms and phrases. Throughout the entire state, expressions of commendation have come from both enrollees and staff for this program.

## COUNSELOR TRAINING COURSES

In connection with the Correspondence Extension Courses, a series of training conferences were held in each of our areas. These conferences were definitely given for the EEP counselors assigned to our service as well as for the Camp Superintendents who could, by this means, get a clearer conception of the program we were attempting to promote and its ultimate value to the men in camps.

## SHORT STORY CONTEST

Just before Christmas, 1934, it was our pleasure to organize a Human Nature Interest Short Story Contest. Many stories were received which were intensely interesting, and prizes donated by friends of the Transient Service were awarded to the successful writers.

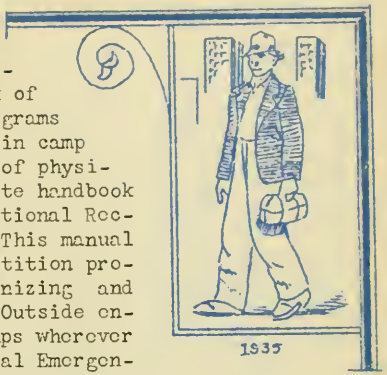


## HIGHER EDUCATIONAL OPPORTUNITIES

An outstanding example of the type of boys now on the road can best be understood by the response we received for candidates to attend the California Polytechnic School at San Luis Obispo and the Los Angeles Junior College. Twenty-one boys were admitted to the California Polytechnic School, and ten to the Los Angeles Junior College. It was a most difficult task to choose the boys who were to receive these special opportunities - and the number who signified their sincere desire to continue their education was most gratifying.

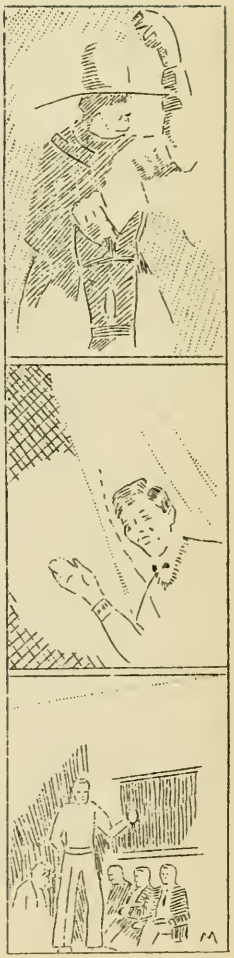
## RECREATION PROGRAM

The Recreation Program of the camps has been carried on very well under difficulties caused by lack of equipment and suitable facilities. Intra-mural programs are stressed. An attempt is made to give every man in camp the opportunity to participate either in some form of physical expression or cultural activity. A very complete handbook of camp recreational activities published by the National Recreation Association was distributed to every unit. This manual carries a wealth of material for camp athletic competition programs, as well as outlining the technique for organizing and conducting all kinds of leisure time activities. Outside entertainment is arranged for men in shelters and camps wherever possible. Excellent cooperation is received from local Emergency Relief Administrative organizations in the assignment to the Transient Service of SERA musicians and other entertainers. In some of the larger shelters with their highly transient population, it has been possible to arrange entertainment programs for as many as five nights of the week.




## LEADERSHIP

All authorities agree that qualified leadership is the most important prerequisite for every leisure time program. The Service is looking forward to the time when every unit of the Division has assigned to it a competent, well qualified, individual who, by training and experience can direct the fullest leisure time program. He should organize within his unit a recreational council composed of the natural leaders within the group to direct the several sports and activities. All educational leaders should be chosen by him for their fitness to meet and cope with the problems found in the camp.

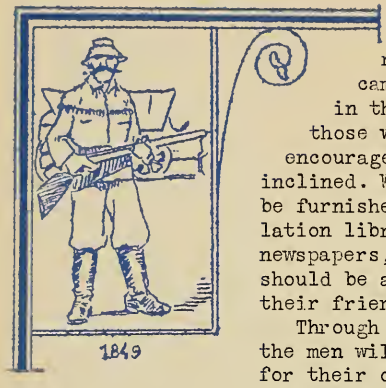


## FACILITIES AND EQUIPMENT

A factor which may result in real discouragement is the possible lack of proper facilities and insufficient equipment. The better these facilities, the better it will be for leaders to produce desired results. Every camp and shelter should have a recreation hall sufficiently large to accommodate the camp membership. A reasonable amount of equipment should be on hand, to take care of such activities as hard and soft baseball, boxing, wrestling, horse-shoeing, volleyball, basketball, dominos, chess and checkers. -- Facilities should also be available for camp dramatics -- even though it may be necessary to improvise the stages, curtains, costumes, and lighting effects. Music should be definitely encouraged. No camp or shelter should be without a piano and radio. Music—particularly community singing—can be one of the greatest factors for keeping contentment in the camp.

## FUTURE PLANS

It is hoped that an informal education program may be led by men in sympathy with the economic condition of our enrollees, and who are at the time qualified to bring out the best in the men and to lead them by informal discussion groups into some of the cultural as well as vocational fields. While




religion as a sectarian subject has no place in any camp supported by the government, there should be a place in the program for spiritual thought and for meditation by those who desire it. We hope to provide for leadership and encouragement for those men who are naturally and religiously inclined. We are looking forward to the time when each unit will be furnished with a small permanent library and a larger circulation library. Magazines, periodicals and particularly daily newspapers, should be provided each unit. Writing material also should be available, and the men encouraged to write often to their friends and relatives.

Through the establishment of camp canteens, it is felt that the men will spend their allowances to much better advantage for their own welfare, and this should at the same time become the means of acquiring needed camp welfare equipment which is otherwise impossible to secure.

A full leisure time program of active recreational and educational opportunities will do much to lessen the temptation of some men to gamble away their meagre income or to spend it for liquor or unwholesome diversions. Our final hopes will be to help the men acquire and keep that asset they need n o w more than ever before—confidence in themselves and their government.

# REHABILITATION & WORK

# CHAPTER III
# REHABILITATION & WORK

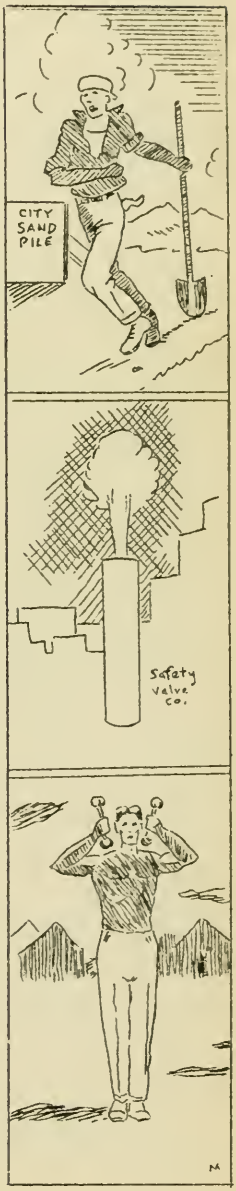
DURING THE FIRST DAYS of the Transient Service, the problem of emergency needs, of food, clothing, shelter, etc., was of such magnitude that all other interests were submerged in the question of physical care. As the staff became accustomed to the tremendous relief load that was being carried, it became increasingly evident to thinking minds that this problem must be extended into many uncharted channels if it were to offer benefits of more than a temporary nature. Although the program was formulated to meet an emergency, it was realized that no one could safely predict the duration of the present economic crisis. A program to be successful must be of such a nature that it could be followed until the termination of the crisis, and it was evident that the only lasting benefits would come from the rehabilitation of the indigent population and their return to normal life.

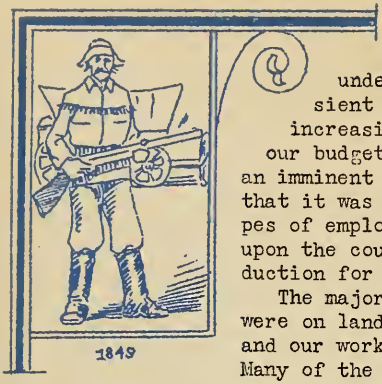
The medieval practice of providing tasks, such as asking men to move a pile of sand from one place to another in return for a meal, may have been satisfactory to those narrow minds who created such a requirement, but the modern social worker contends that men are more content and experience a greater degree of personal satisfaction in doing constructive work. It it furthur evident that no real results are achieved in rehabilitative work so long as the men under care harbor a spirit of resentment or dissatisfaction toward the program.

It was through this line of reasoning that the program of work projects for transients was first instituted. To be of actual rehabilitative value, it has always been our contention that the projects must result in material benefit to the state. These projects not only serve as a safety valve to keep the men content, but have proved to the State of California and to the Federal Government the actual dollar-for-dollar value of the Transient Service. The California Transient Bureau plans to create only such projects as will be a credit not only to the men but to the entire Service.

The spirit of suspicion that was first encountered has been slowly but thoroughly dissipated by providing interesting healthful, and worthwhile projects of real value to the communities in which the camps or project bases are situated. Even the hours of leisure are utilized to further the work of rehabilitation by the recreational and educational features that have become such an important part of our camp set-up.

In addition to the moral and mental phases of the program, the question of health plays a big part in the location of any project. Conditions must be such that there is ample opportunity for physical improvement, as well as mental. The men are fast learning that constructive labor is a safety valve for minds beset with worry and trouble, and that it directs those minds from thoughts of box car and jungle into ideas of work and of education, so necessary in that first difficult step back towards actual rehabilitation.






With the camps established and the work projects under way, it seemed that the major problem of the Transient Service was solved but we soon found the case load increasing so far beyond the original estimate upon which our budgetary requirements were based, that we were faced with an imminent shortage of funds. This, together with the fact that it was impossible to furnish sufficiently diversified types of employment under the original camp program, decided us upon the course of action that was instituted with the "production for use" projects.

The majority of our camps, particularly the earlier ones, were on lands owned by the State or National Forest Service, and our work was in cooperation with the Forestry Division. Many of the men whom we sent to the camps were unsuited for this type of work, which consisted largely of fire break, fire trail, and road construction. It was necessary to find tasks that these men might perform about the camps, or to send them out with regular work details to jobs for which they were totally unfitted.

The production-for-use projects were set up to furnish various materials used in the camps and shelters of the state as well as such commodities as might be economically manufactured. Five projects have been under way in the Los Angeles area since the inauguration of the transient program and an ever increasing number have been started more recently in all parts of the state. The commodities produced by these projects have filled from 10% to 15% of our requirements, and the raw materials purchased have cost the Transient Service from 80% to 85% of the value of the finished product. As will be seen, the program has not resulted in a great decrease in outside purchases.

The first section of this chapter will be devoted to a discussion of the type of project that is considered along the line of state reconstruction work.

# WORK PROJECTS

TRANSIENT WORK PROJECTS have not been confined to any one area or district within the State. From the inception of the program, until March 1 of this year, 101 different camps have been used in 33 counties and more than 190 different work projects have been developed. All projects were conducted on public lands or properties, some under the direction of Federal and State Forest Services, others in Irrigation Districts, Reclamation Districts, public parks, etc.

The work accomplished on these projects may be grouped as follows:

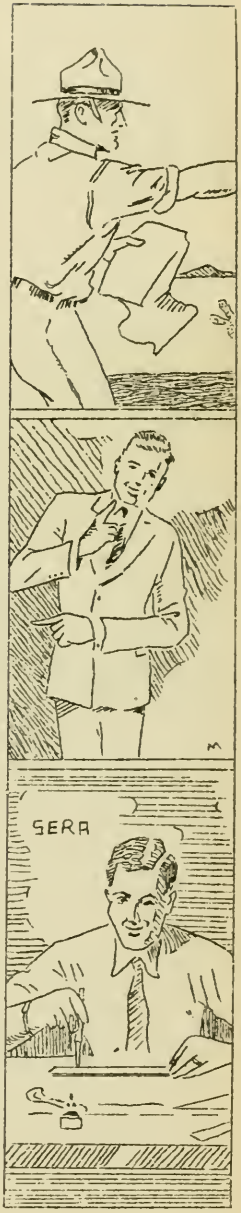
Bridge construction
Drainage
Erosion control
Fences and fencing
Fire suppression work
Fish and game conservation
Flood control
Hospital grounds
Irrigation
Landscaping
Park work
Pest eradication
Pipe lines
River cleaning
Railroad work
Road work
Survey lines
Weed control

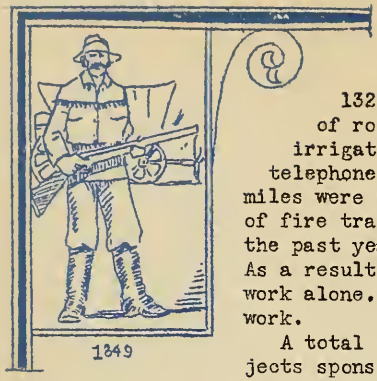
In all instances where material and equipment other than tools were necessary, they were provided by the sponsors of the projects. No expenditures were made from Transient Service funds for such equipment.

The camps from which labor was supplied for the projects averaged in size from 160 to 225 men. A cash allowance of $5.00 per month was granted each client in addition to food, bed, clothing, medical attention and dental service. All labor was on the basis of six hours per day, five days per week.

It may be interesting to note some of the actual accomplishments under the program. Some of the projects cited have been of inestimable value to the communities in which they were performed, effecting savings of thousands of dollars and reclaiming large areas of land that might otherwise have been rendered useless.

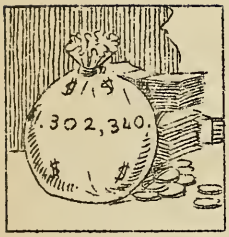
In the Sutter Basin area almost 700 men were engaged in clearing the levees of trees and underbrush that had accumulated over a period of twenty years and that were becoming a menace to safety. At Clear Lake, the work projects included the destruction of predatory fish, while in the Suisun and Fairfield agricultural districts, control of destructive weeds and star thistles was successfully undertaken.






Other projects of interest were the building of 132 miles of firebreaks, and construction of 40 miles of road, 57 miles of road maintenance, and 27 miles of irrigation ditches constructed or repaired. 64 miles of telephone lines were laid for the Forestry Division, and 61 miles were cleared and burned in conjunction with the building of fire trails. Because of the extremely dry weather during the past year, extra care was taken to prevent forest fires. As a result, 127,090 man-hours were applied to fire suppression work alone. This is equivalent to 14.5 years of uninterrupted work.

A total of 3,486,991 man-hours has been worked on the projects sponsored by the Federal Transient Service in California, at an estimated value to the state of $1,302,340. Allowing forty-cents per hour as wages, which is less than the rate paid common laborers on the SERA scale, this means that 18% of the amount contributed by the state has been returned, the state's expenditures to this fund averaging $340,000 per month for the past 19 months.




Some idea of the magnitude of the work covered by transient projects may be gained from the fact that the work performed represents 398 years of continuous labor, or 1592 years at the rate of six working hours per day.

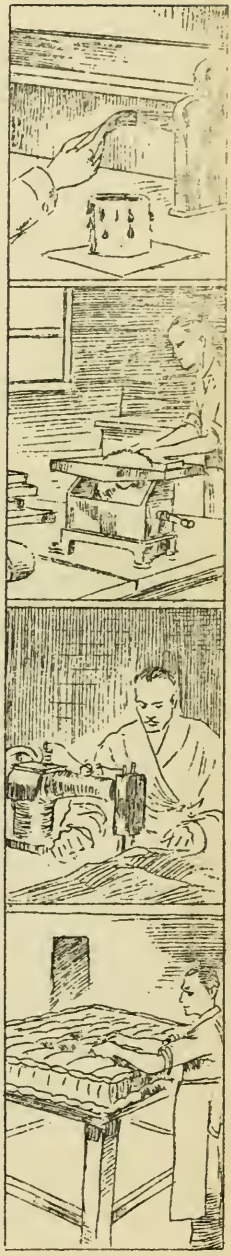
Emphasis should be given the fact that the above figures do not include any projects for the construction or maintenance of camps, or any educational, recreational, or publication projects. Only those projects have been considered that are of actual material value to the State of California.

# PRODUCTION FOR USE PROJECTS

ALTHOUGH originally instituted as an economical means of securing commodities that were threatened by an imminent shortage of funds, as well as serving as a means to furnish diversified employment for skilled workmen, the production for use projects possess other advantages that have made them a valuable part of the transient program. Contentment is always an important factor in the final results of rehabilitation endeavor, and a chance for each individual not only to earn whatever he receives, but also to see the result of this labor helping others start on their climb back to industry and normal activity is the greatest factor producing this contentment. To see the men in a shoe repair unit, for example, working at top speed to fill a heavy order with no hope of remuneration other than the small allowance they regularly receive, is to create added respect for the spirit of the transient man. Productive activity induces mental stability, a rebirth of hope, and a knowledge of one's own worthiness as a member of our civilization.

On projects where family men have been used, the workers have been mainly of the "white collar" class. Unaccustomed to the use of saw, hammer and wrench; under-nourished; with hands unfitted for hard labor, they were continually cautioned at first against overdoing. Many cases of hidden ingenuity, as surprising to the owners as to the supervisors, were aroused. During the early weeks, it was necessary to keep a close watch on equipment, as men inordinately proud of an unsuspected skill insisted upon taking tools home with them, eager to build furniture, to repair houses, and otherwise demonstrate their newly discovered ability.

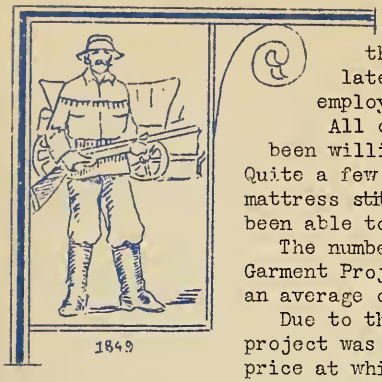
The administrative forces on these projects are very small, being normally limited to a skilled supervisor of construction and one clerk for each project.



## - I -
## THE MATTRESS FACTORY

Promised a surplus commodity allowance of cotton and faced with a shortage in mattresses as well as a shortage in funds for their purchase, the Federal Transient Service opened the first production for use project, the Mattress Factory in Los Angeles on December 18th, 1933. Activities were originally confined to the making of bedding supplies, such as mattresses, mattress covers, pillows, pillow cases and sheets, but on February 15th, 1934, the project was moved to a new location and activities were broadened to include the manufacture of shirts, doctor's and waiter's uniforms and other items for distribution to the various camps and shelters of the state. On Nov. 1st, 1934, the Garment Factory was separated from the Mattress Factory and became a separate project.

The original idea of this project was to provide useful employment to the indigent single transients of 50 years or older, men past the age where they would be of the most value for

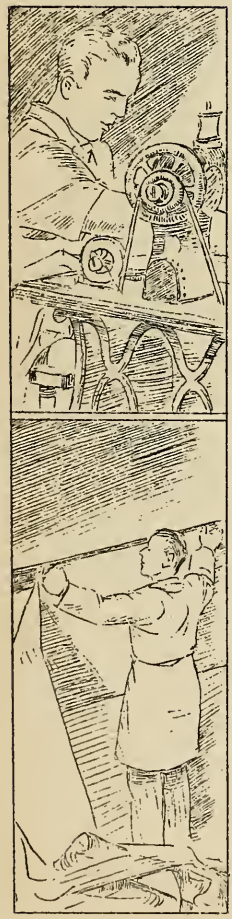



the work being done in the camps. This age limit was later removed, and men of any age above twenty-one were employed as occasion required.

All of the men employed have been unskilled, but all have been willing to work and eager to learn as much as possible. Quite a few of them became skilled sewing machine operatives, mattress stitchers and shirt makers, and as a result many have been able to secure work elsewhere.

The number of men employed prior to the establishment of the Garment Project averaged approximately ninety. Since that time, an average of fifty-five men have been employed on the project.

Due to the fact that machinery was rented for this work, the project was started with an initial outlay of only $100.00. The price at which the products are billed to the camps and shelters is based on the cost of raw materials, plus a small charge for overhead expense, such as administrative payroll, light, power and rent. Where raw materials are secured from a Government Surplus, overhead only is charged.



From the inception of the project, until March 20, 1935, a total of 12,196 articles of wearing apparel, including various types of aprons, caps, coats, duffel-bags, trousers, night shirts, shirts, shorts and overalls had been produced, as well as 26,000 mattresses and ticks, 11,353 mattress covers, 6550 pillows and ticks, 13,146 sheets, 28 stretchers, 120 tarpaulins and canopies, and 4 wrestling mats.

Production for the month of April, 1935 was as follows:

1,636 single mattress ticks, 40" x 76"
50 double mattress ticks, 58" x 76"
1,883 single matresses, 36" x 72"
50 double matresses, 54" x 72"
1,830 pillow ticks
1,768 pillows
1,873 pillow cases
3,705 sheets, 63" x 90"
60 sheets, 45" x 90"
250 blanket linings for bedrolls, remade
92 cotton bats

- II -

## GARMENT PROJECT

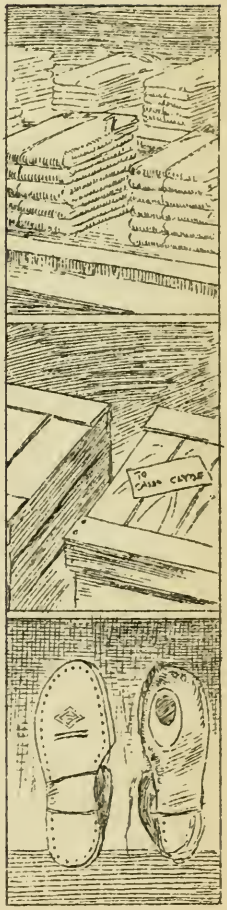
At the time that the Garment Project was an integral part of the Mattress Factory, the equipment consisted of 12 power sewing machines and a cutting machine. Eight more machines were added in September, 1934, at which time the department occupied approximately 1600 square feet of floor space. When the Garment Project was separated from the Mattress Factory, it was moved to a location where it occupied 2400 square feet of floor space, with an additional space of 760 square feet for stockrooms.

In April, 1935, the Project moved again, this time to the rear of the same building, where it occupies 3520 square feet of floor space, with 1050 square feet of additional space available to stockrooms. At that time, a line of sixteen machines was added, including eleven 31-20 machines, with 5 machines for special work. The latter are used in the manufacture of pants, and in the near future it is intended to add such items as blue

denim overalls and khaki work pants to the output of the shop. There is also one machine for leather work, and it is planned to install several more for the manufacture of leather jackets.

This project has done yeoman service in providing various articles of clothing for cooks, first-aid men, etc. in the shelters and camps, as well as other articles of needle work. Huck and terry towels, sheets, hospital gowns, window drapes, chair cushion covers and leather jackets have been manufactured from Government Surplus. All of the patterns are designed and drafted and all cutting is done at the project. At the present time, a pattern for swimming trunks is being designed, and these are expected to be under production shortly.

The personnel of the Garment Project is recruited entirely from the ranks of the transients who register at the Central Intake Bureau. The men are given the opportunity to learn a useful trade, and they receive a monthly cash allowance. The majority have shown a willingness and satisfaction in the work that is remarkable and commendable when the different environment to which most of them have been accustomed is taken into consideration. All workers start on a cash allowance of $5.00 per month, and as they gain in efficiency they are advanced to $8.50. The Garment Project is operated as nearly as possible like a regular industrial plant, and several of the men have been placed in positions with private garment factories.



This project was instituted at an initial expense of $1200. Garments are billed to the camps at a price which is reached by adding an arbitrary 25% for overhead expense to the actual yardage cost. On this basis, prices are easily 33 1/3 % less than would be charged outside, while the design, construction, and workmanship of the garments is equal to that of similar garments on the outside market.

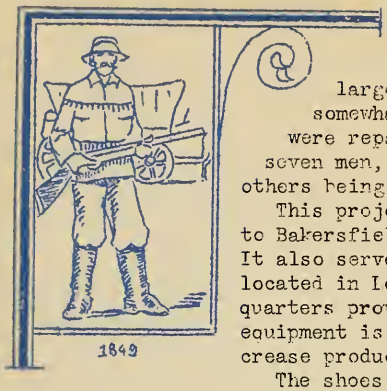
At the present time, there are about 35 men on the working force. With the present equipment, production will be materially increased, and various items will be added which have heretofore been impossible to manufacture.

The production of this unit to date is:

| | | | |
|---|---|---|---|
| 2110 | shirts | 18 | neckties |
| 2488 | pairs pants | 8212 | sheets |
| 1688 | cooks caps | 26090 | towels |
| 3666 | aprons | 25 | cushion slipovers |
| 150 | smocks | 1 | piano and stool cover |
| 26 | barbers white cloths | 24 | coffee bags |
| 2 | white duck jackets | 16 | dish cabinet curtains |
| 20 | Red Cross arm bands | 1 | leather jacket |

## - III -
## SHOE REPAIR PROJECT

Shoe repair shops are maintained in every shelter and in practically every camp, the work being done by men with shoe repair experience who are recruited from the ranks. In the Southern Division, several shoe repair projects have been set up. The project in San Diego has been in operation more than four months, employs a force of 15 men, and has reconditioned more than 7,000 pairs of shoes.




The Los Angeles shoe project was recently moved to larger quarters, with the result that production was somewhat curtailed during April, when a total of 479 shoes were repaired. This work was accomplished with the aid of seven men, only one of whom is a professional shoe maker, the others being unskilled workmen.

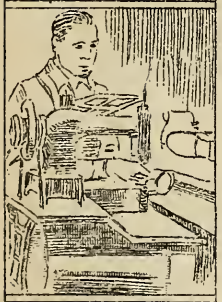
This project services camps as far north as Santa Maria, East to Bakersfield, South to San Bernardino, and West to San Pedro. It also serves the Los Angeles Shelter and transient families located in Los Angeles, serving some 16 camps in all. The new quarters provide greatly enlarged floor space, and additional equipment is contemplated which will enable the project to increase production.

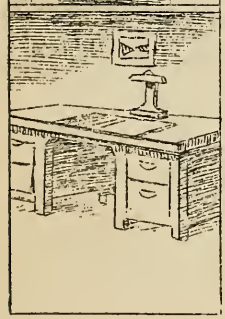
The shoes repaired by this project are ordinarily in very bad condition, having been subjected to the rough usage that is only natural in transient travel where timely repairs are impossible. In addition to shoe repairing, the men on this project have done a considerable amount of miscellaneous work, such as rebuilding shoes for cripples, making hand-made arch supports, attaching rubber tips to crutches, etc.

This project has accomplished worth while results in a social sense, most of the men leaving here as skilled shoe-makers, and many of them accepting private jobs in the shoe repair business.

This project is operating with the aid of the following equipment:

4 Jacks and Lasts
1 Patch Sewing Machine
1 Champion Stitcher and Finisher
1 Victor Rough Rounder
1 Heel Puller
1 Combination Sole Cutter and Skiver
1 Leather Splitter





## - IV -
## THE CABINET SHOP

The Cabinet Shop was established on November 1, 1934 at an initial cost of $421.85 as a project to furnish office furniture to the camps and shelters of the Transient Service. Its field of operations has recently been enlarged, and the shop now produces office and typing desks, typing tables, filing cabinets, tables of all sorts, stretchers, medicine cabinets for doctor's office and hospital, window sashes, frames, screens, louvres and ventilators for camp barracks, messhalls and kitchens. This project also furnishes complete mess equipment such as tables, benches, dish racks, serving tables and all camp and warehouse refrigerators ranging in size from 6'x8' to 10'x16'.

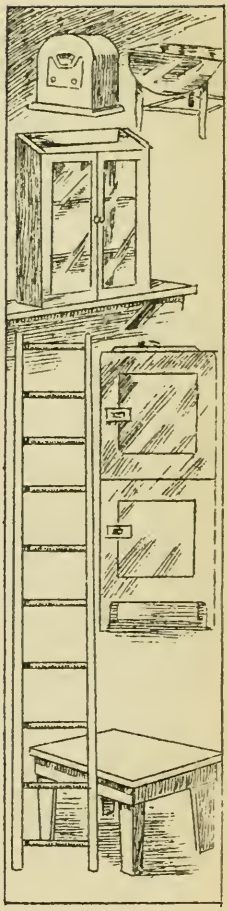
This project was primarily established to provide employment for transients who were skilled in this line of work, but the project has secured very few skilled workmen and production is hampered correspondingly through the use of inexperienced labor. There are approximately 8 to 12 men working daily in the shop. These men work on a budget of twenty-four hours per week, which necessitates two crews weekly, one shift working Mon-

day, Tuesday and Wednesday, while the other works Thursday, Friday and Saturday.

The cost of commodities and work turned out by the project is determined by the cost of materials plus a small cost of administrative help and the overhead expense of running the shop, such as rent, power and water.

To date, the shop has produced the following finished articles:

| | |
|---|---|
| 17 doors | 25 window frames |
| 9 card tables | 2 door frames |
| 1 portable stage | 1 ladder (18') |
| 3 barrel racks | 7 desk tops |
| 42 sign frames | 12 benches |
| 21 typing tables | 1 dolley |
| 43 office desks | 4 table tops |
| 7 tables (8') | 1 shipping box |
| 34 file cabinets | 6 hospital tables |
| 2 file boxes | 1 trash bin |
| 14 tables | 3 CC doors and frames |
| 1 cupboard | 3 medical cabinets |
| 12 knife boxes | 143 screen frames and spreaders |
| 7 miniature ice boxes | 84 bread box tops |
| 12 stretcher frames | 2 fumigating doors and frames |
| 14 cabinets | 200 window sash (2'x3') |
| 2 operating tables | 1 miniature barracks |
| 6 stools | 23 buildings (18'x60') |



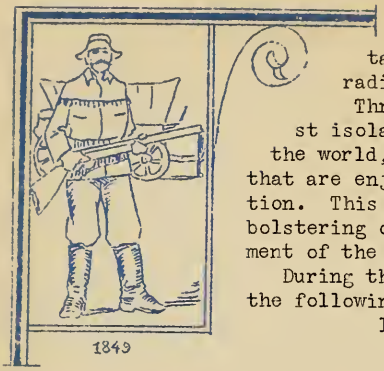
- V -

## BED FACTORY, PORTABLE BUILDINGS AND RADIO PROJECT

This project has been in operation since August 28th, 1934. Since the projeot was inaugurated, there have been such articles manufactured as steel cots, both double and single, barracks, messhalls, kitchens, hospital units, recreation halls, and all other buildings necessary to complete camps accomodating two hundred and fifty men each. These buildings are all fabricated in this plant in portable form ready to assemble in the field. In addition to these, a number of other special buildings have been made to order.

Some of the original camps were equipped with built-in wooden bunks, but these proved highly unsatisfactory and have been replaced by steel cots. During the past few months, 18,000 steel cots have been manufactured for camps and shelters all over the State of California, and this project has also manufactured cots for Arizona, Nevada, Utah, New Mexico and Idaho transient bureaus.

Due to the isolation of some of our camps, the enrollees were somewhat dissatisfied with their inability to keep in touch with happenings of the other world. The administration could not approve the purchase of radio sets, and the camps were not on an alternating current line, so could not use the more modern type of radio. Donations of battery type sets were made to various camps, and it was possible to create a project for their repair. Many necessary parts have been contributed by manufacturers, and the unit has already remodeled and built a to-




tal of 75 radio sets. Other items turned out include radio cabinets and benches.

Through the medium of this service, the men in our most isolated camps are enabled to hear the latest news of the world, and to listen to the same entertainment features that are enjoyed by the listeners in large centers of population. This radio project has been of inestimable value in the bolstering of camp morale and in contributing to the entertainment of the camp enrollees.

During the month of April, 1935, this project manufactured the following:

1495 cots
1 20 x 55 toilet and shower building
6 18 x 60½ barracks
2 20 x 54 hospital units
2 20 x 77 kitchens
2 20 x 121 mess halls

## - VI -
## SHEET METAL PROJECT

The sheet metal project was established on February 11, 1935, and was formulated primarily to build camp stoves from oil drums that had been contributed by the government. The initial cost of this project was $1002.46, and four men were employed at a monthly allowance of $13.00 each. Within five weeks of the inception of the project, items to the value of $298.43 had already been manufactured and delivered to the warehouses.

This project manufactures practically all sheet metal work which is required in our standard camp set-up with the exception of sinks, which will be added to the production list in the near future. When requisitions for material falling in this category are received from shelters and camps, they are sent to this department and given to competent draftsmen, who make a complete detailed drawing and set up the specifications. After this has been completed, the requisitions are given to the foreman, who makes out the shop order and turns it over to the sheet metal men, who are capable of following the job through to completion.

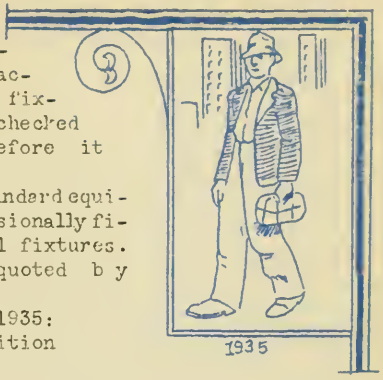
After the completion of each manufactured article, the amount of material used is noted on the work sheet, which is then turned over to the clerk for posting to the account of the camp or shelter from which the requisition was received. When the fixture is ready for shipment, a complete itemized statement is made out by the clerk on a transfer.

A stockroom and perpetual inventory system is maintained for raw materials. When the fixtures are started, the stock clerk makes out the order for materials needed to complete the job.

The project also carries several standard manufactured items, which are built and then put in the stock room and requisitioned out to jobs as needed. These include tool boxes, dish and silver buss boxes, drip pans, oil pans, ice box pans, various types of pipe, tables, dust pans, fireplace screens, funnels, ash trays, cuspidors, safety guards, measuring cans, and

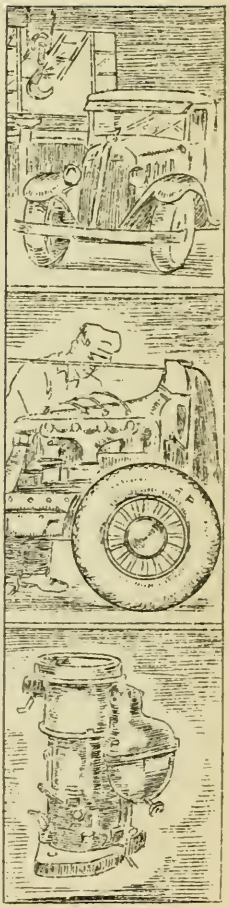
various plumbing fixtures. All equipment manufactured by this department has been standardized, and practically all camps have an identical setup. After a fixture is completed, it is thoroughly inspected and checked against specifications, and receives a final O.K. before it is sent out.

The sheet metal project not only manufactures standard equipment which is installed at all the camps, but occasionally fills orders for numerous other items and many special fixtures. Charges are normally from 30% to 70% below prices quoted by other vendors.




The following items were produced during April, 1935:

| | |
|---|---|
| 4 only | Ice box fans for Alaskan Expedition |
| 15 " | Sibley Heaters |
| 8 " | A-caps |
| 7 " | Vent Thimbles |
| 172 feet | Vent Pipe in various sizes |
| 24 only | Stove Pipe Joints |
| 24 " | Ells |
| 2 " | Vent Hoods |
| 1200 feet | Guy Wire |
| 2 only | Irrigating Gates |
| 1 " | Taper Joints |
| 263 lbs. | Galvanized Iron for ice box pans |
| 8 joints | Irrigating Pipe |
| 11,205 sheets | Gavanized Iron |
| 1500 feet | Irrigating Pipe for Glen Helen Ranch |

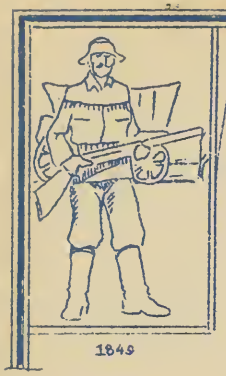


## - VII -
## GARAGE AND MACHINE SHOP

The trucking service has always been an important branch of the transient relief setup of the state. In addition to the transportation of supplies, trucks are used for conveying men to and from the shelters, camps and work projects. All truck drivers are covered by a surety bond, and are subjected to a rather strict discipline, since they are directly responsible for the safety of the men.

The garage and machine shop project was started in Los Angeles in May, 1934, for the purpose of repairing trucks, but now serves also as a training school for maintenance men and as a central shop where trucks are taken for regular monthly service and inspection. As an addition to this service, men have been sent from the project to establish machine shops in centers where a large amount of trucking is necessary, and trained men are assigned to the camps to take charge of the maintenance of machinery and equipment.

This project is divided into two parts, the transportation department and the machine shop. The machine shop has as its duties the upkeep and repairs of all trucks used in the transient division of the state. In addition to the re-building of trucks and motors, construction of the following items is done in the garage: light plants for camp use, various kitchen equipment, double drum heaters, truck bodies, semi-trailers, and all repairs for camps, shelters and projects including electric or



acetylene welding. The equipment used here is of the latest design and any kind of a repair job can be turned out. The shop is equipped as well, if not better than most commercial shops. Not only does first class equipment mean good jobs turned out, but it also means that the minimum amount of time is necessary to complete the work.

Some idea of the amount of repair necessary may be gained by considering the mountainous roads encountered in getting to the various camps in all parts of the state. With a fleet of some 163 trucks in use every day over all types of roads, including dirt, gravel and cement, hauling loads ranging up to 14 tons, the need of this project becomes apparent.

All foods, equipment and building materials are carried to the camps in the Southern Division by its transportation department. In addition to this duty, regular scheduled trips to warehouses all over the state are made. When a camp has finished its project, all moving is done by this department. As most of the camps in this state are located in the mountains, it is necessary to furnish recreation for the men and boys. Through the cooperation of the Men's Welfare Department, entertainers are taken to these various camps on a pre-arranged schedule, and at frequent intervals the men and boys are brought to town to such entertainments as automobile and motorcycle races, picture shows, ball games and picnics on the beaches.

This department is subject to call in all emergencies such as floods, earthquakes and forest fires. Instructions are given all employees as to their duties if called, and necessary equipment is kept in readiness at all times for emergencies.

During the month of April, 1935, 52 trucks were in the machine shop for repairs. Of these, 18 were completely reconditioned, 12 were overhauled and 22 were serviced as to grease, oil check-up, and minor repairs. Mileage on 22 trucks attached to the transportation department for the month was 61,913 miles.

Parts are bought at cost, and overhead or labor charge is based on a flat labor basis similar to, but below, the schedule charged by privately owned garages.

The machine shop employs 29 men, including a superintendent, 3 office workers, 2 truck dispatchers, 2 stock clerks, 9 skilled laborers including mechanics, painter and body builder, shop foreman and welder, and 12 transients on cash allowances, 2 of whom are used as office help, and 10 as mechanics helpers. This project works two shifts and is on call at all hours of the day or night.

## - VIII -
## SALVAGE PROJECT

This department handles salvage collected from various camps, projects and from Government Surplus. The foreman of this department is always informed when such salvage is shipped, and he checks each item as it is received. After the merchandise is checked in, each item is carefully gone over, and those that can be saved and re-conditioned are assigned to men for this particular work. All items are thoroughly gone over and painted and put in workable and first-class condition before leaving this department.

Any merchandise that is unusable is put to one side and accumulated until such time as there is enough of a particular material on hand to dispose of profitably. All such merchandise is checked as to amount and quantities, and is then advertised for sale. Bids are called for from at least three dealers who are interested in this type of equipment, and after all bids are received the merchandise is sold to the highest bidder. The check for this merchandise is drawn to the Transient Service, and credit is given to the salvage project.

Many items of value have been received from the Government Surplus at no charge, and these have been put in first-class condition at comparatively small cost.

All reconditioned articles are checked into the storeroom, where records are kept of all receipts from projects and camps, and where all equipment is requisitioned out under warehouse transfer. Where salvaged articles are issued to camps, they are charged only with the material cost, plus 10% overhead.

This project furnished 700 pairs of trousers to the Alaska Expedition.

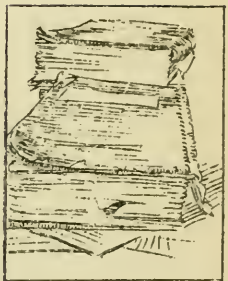
- IX -

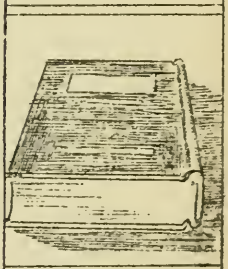
BOOKBINDING PROJECT

The bookbinding project receives discarded magazines and books from the Los Angeles Public Library, and each book is reconditioned and gone over thoroughly after being fumigated. Each book is numbered with title and author, and they are then packed 50 to a box and shipped to camps in the Southern Division. Along with each set of books, several bundles of magazines are sent which will be left at the camp. Boxes of books are left at each camp for one month, after which time they are returned to the project and checked in against the original requisition, and a new lot is then consigned to the camp. This project is actually a circulating library.

In connection with the bookbinding project, thousands of scratch pads are cut, glued, assorted and transferred to the Stationery Department for use in camps of the Southern Division.

During April, 1935, a total of 1500 books was received and reconditioned, and 4500 magazines were distributed to the camps.



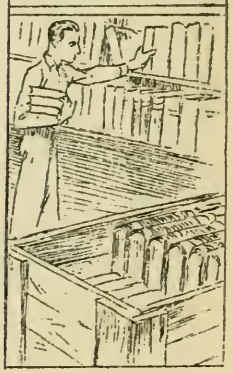


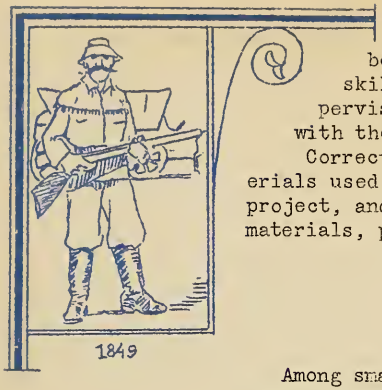
- X -

ELECTRIC PROJECT

The electric project is responsible for assembling, installing, and repairing refrigerators for all camps and shelters throughout the state, upon approval of the proper authorities. This project also assembles, installs and maintains motors, and lighting and power plants for the various projects, as well as doing all wiring and lighting for camps and projects, ordering, shipping and delivering equipment and materials to the various projects upon receipt of requests through the proper channels.

Until very recently, practically all of the electrical work done on this project was performed by men on the cash relief rolls. However, it became apparent that we must have men whose work would conform to the National Fire Underwriters' Law, and



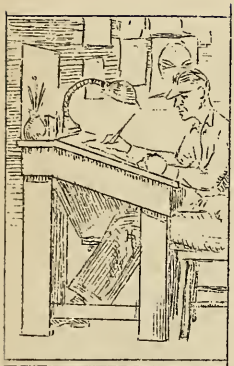



be able to pass the state building inspectors. Two skilled men who could do this work without personal supervision were taken from the Family Bureau rolls, to work with the seventeen men who were on the project.

Correct and accurate records as to cost of labor and materials used in these various assignments are maintained by the project, and all charges are determined by the actual cost of materials, plus a small overhead.

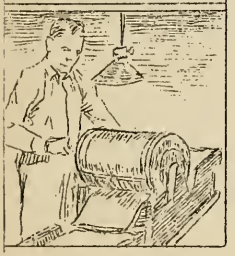
## - XI -
## MISCELLANEOUS PROJECTS

Among small projects, worthy of mention, is one that has been created in Los Angeles for the salvaging of empty tin cans. These cans are sold for $10 per thousand, which has resulted in an income of more than $200 from this project up to the present time.



Several projects have been formulated for the manufacture of toys. The enrollees of Camp Alpine gained much favorable notice by the output of toys and games that have been constructed by the elderly men constituting the personnel of this camp. 10,000 toys were made by this unit and distributed to the Family Bureau for distribution among their clients at Christmas time. Everything from checker-boards to the most intricate jig-saw puzzles are turned out by this group and circulated through other camps. The women of the Wilsonville Family Bureau camp produced 750 dolls, with clothing, during the Christmas season. These were sent to the relief agencies in Los Angeles and San Francisco, the entire work being performed in less than one week.

A laundry unit, typical of those which are maintained in all of the larger shelters, has been described in detail in Section C, Chapter 1.



## - XII -
## SPECIAL PROJECTS

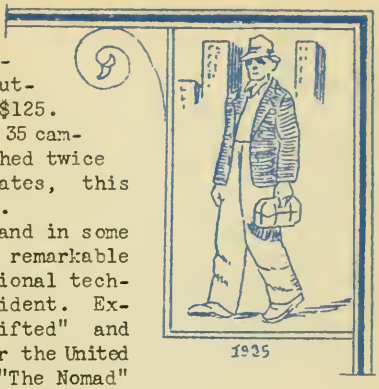
(1) TRANSIENT PUBLICATIONS

Among the factors used nationally in this work of the rehabilitation of men, that of having publications which may be used as outlets for the thoughts and expressions of men in the camps and shelters is of the utmost importance.

In California, many special projects along this line have been started, and the work is normally done with very little supervision from outside the active personnel of the camp. In some areas the men in the camps write the material and send it to the central office, where it is printed without being "cut" editorially, with the exception of any material that may creep in which is unfit for publication. The work of printing has been done by men who have rejuvenated old mimeograph machines and by diligence and patience have become so proficient in the use of these media that in some cases they have become nationally known.

The largest of these publications is "THE NOMAD" of San Francisco. The actual expenditures for machinery and equipment used

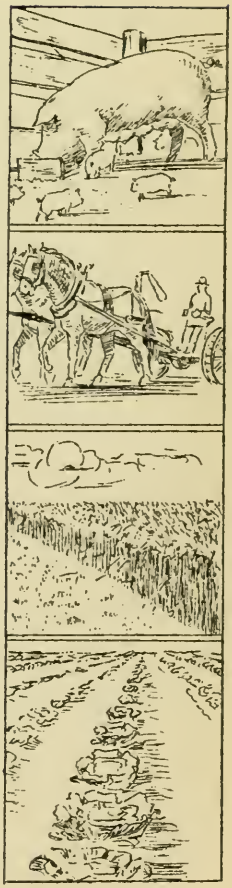
in this plant, including a hand-set, hand-run mimeograph machines, some home-made stands for stencil cutting, and all materials necessary, will not run over $125. "The Nomad" at this time covers 8 shelters and about 35 camps. The circulation is about 1,000 and it is published twice each month. Judged by transient editors of other states, this paper is considered the finest in the United States.




There are other publications for smaller areas, and in some cases for a single unit. Many of the issues denote remarkable ability and talent, with no small degree of professional technique in the manner of writing and portrayal of incident. Excerpts from our transient publications have been "lifted" and quoted verbatim by newspapers and magazines all over the United States. The publications active at this time are: "The Nomad" of San Francisco, "Transient Lookout" of Saugus, "Sentinel" of San Bernardino, "The Hot Shot" of Bakersfield,"The Tumbleweed" of Los Angeles.

(2) TRANSIENT RANCH PROJECTS

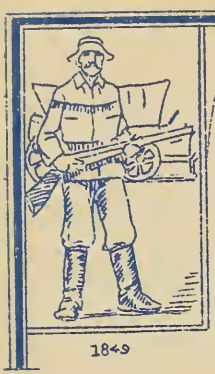
Two ranches have been leased for production purposes, Glen Helen Ranch, of approximately 750 acres, situated near San Bernardino, and Harrington Ranch, of approximately 1500 acres, at Oakley in Contra Costa County, about 56 miles from the city of Oakland.



Glen Helen provides employment for 325 men who are working the land. Fifteen hundred hogs are being fed on the ranch, and a rabbit production unit is being developed. A dairy herd is also maintained. One hundred and fifty acres are in potatoes and a very substantial acreage is in other vegetables. Production from this point will be used to supply the Southern Division.

At Harrington Ranch, 972 acres being used for cropping and pasture. Six hundred hogs, fifty dairy cows and one hundred and fifty beef stock are being fed at present. One hundred fifty acres have been planted to potatoes, one hundred twenty-five acres are in vegetables, and four hundred eighty acres have been seeded to wheat, oats and barley. There are three hundred fifty men on the ranch, this number being divided into groups or units and assigned to the various projects. Killing and dressing of beef and pork is done at the ranch, the meats being transported to camps in the Northern Division for consumption.

Educational and vocational training at the ranches has been undertaken by the Emergency Educational Program and instructors are assigned to conduct classes in academic education and general agriculture, dairy and poultry husbandry. These courses have proved extremely popular and the excellence of our educational program has resulted in many young men requesting placement at the ranches. Particularly is this true of young men from the older farming communities of the country where methods have changed but little since the nineteenth century. These young men intend to make farming their life-work, and in the course of their wanderings they have seen the results achieved by modern methods of agricultural development. The advantages of the agricultural college have been beyond their reach and they



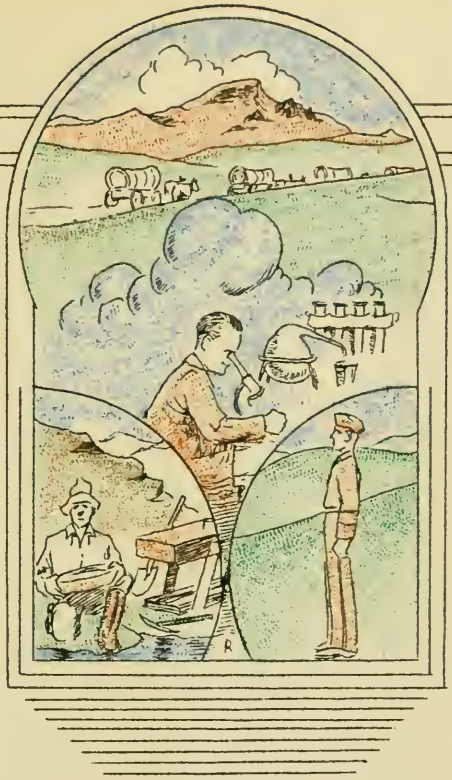

are eager to benefit by our ranch projects with their inter-related educational programs.

This departure in self-help has allowed unusual latitude for experimentation, both in the attitude and interest of men assigned there and in the degree of productivity and usefulness to the transient service.

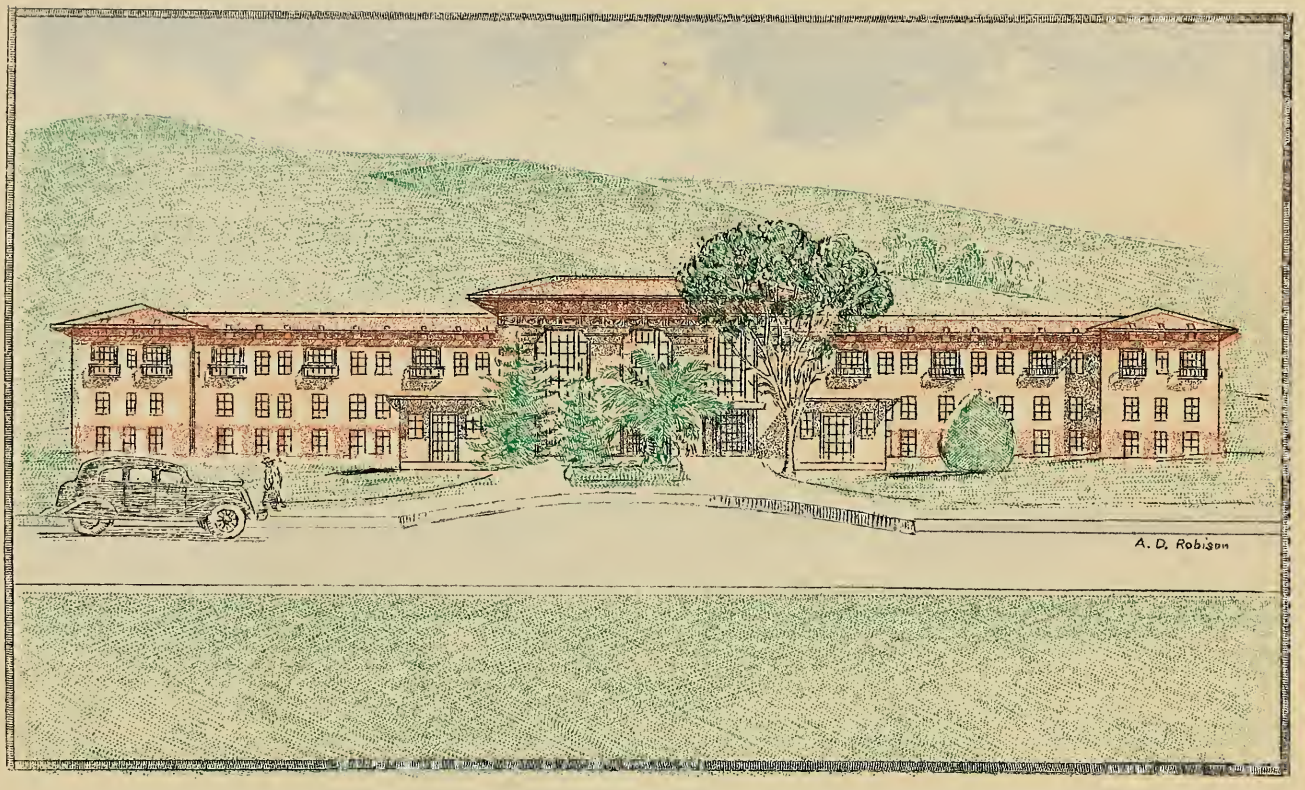
Diversified crops will supply peak demands, while other correlated work projects, now in progress, have demonstrated the success of farming as an outlet for men experienced in this work, both from a rehabilitative and economic point of view.

(3) TIMBER AND MILLING PROJECT

Another line of development was made possible through donation to the California Transient Service of one million feet of standing timber in the famous Mother Lode country. This timber, composed almost entirely of pine, is being felled under the supervision of experienced lumbermen recruited from the transient ranks. A sawmill, capable of cutting 20,000 linear feet per day is working at full speed, while the necessary additional machinery for edging and planing is in progress of assembly. When all this machinery is in operation, finished lumber can be supplied to meet the demand created by the new program of construction, expansion and reconstruction.



# FUTURE PROBABILITIES



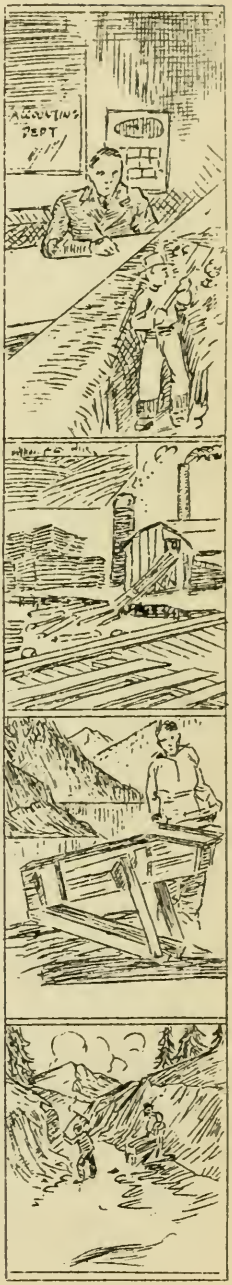

CLYDE INN

# CHAPTER IV
# FUTURE PROBABILITIES

THE fluidity of the Transient Program in California has permitted many deviations from usual work projects. "Occupational therapy," as applied to projects, has become closely allied to a curative mental therapy with the interest that has been created in men who have grown stagnant with idleness and apathy. Men are assigned to jobs in which they are experienced or in which they have special interests... Thus, the ex-bookkeeper or ex-statistician is not required to dig ditches unless he expresses his desire to do so; nor is the experienced ditch digger, or "mucker," assigned to office work, to be bewildered by rows of figures and the intricacies of typewriters and adding machines.

With the diversity of projects there results the process of sorting and classification to insure that the man will receive individual consideration for his particular needs and respective abilities.

This elasticity of treatment has resulted in a project that is entirely new in the relief work field. The farms have been acquired to provide foodstuffs; the sawmill to provide lumber for the construction of new camps. Both of these projects have been eminently successful - but the latest diversification has fired the imagination of every transient under care. The new project—to be started in the near future—is the mining of the precious yellow metal - gold.



## THE GOLD MINING PROJECT

Two hundred and fifty acres have been leased in eastern Siskiyou County. On this land is located an old mining camp from which fortunes were taken during the untrammelled days of the "gold rush." An assay of the gravel shows a yield of from 60¢ to $1.00 per square yard.

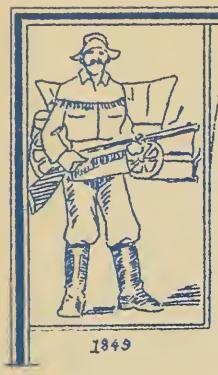
A Belgian type sluice-box is in process of construction, approximately 100-feet long, running on a 4% grade—which, it is estimated, will handle 250 to 300 square yards of gravel daily. To supply water for this sluice-box an apron flume is to be erected that will divert water from the nearby Klamath River.

Tunneling and the use of explosives have been discouraged as being too dangerous for inexperienced men. The work will consist of surface mining only and washing will be the sole method employed.

The gold reclaimed from this property will be apportioned as follows: 15% will go to the lessor; 10% will be assigned to a sinking fund—to be used in future operations, costs of operation, and camp maintenance; the balance will be divided proportionately among the men engaged on the work.

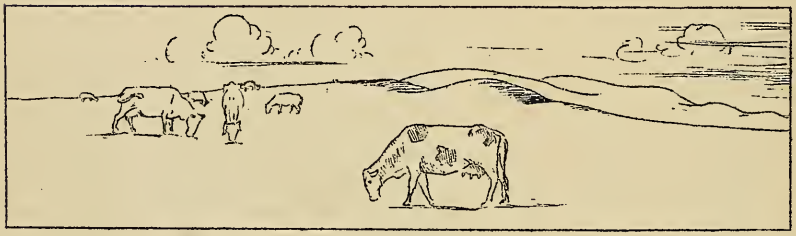
A temporary camp will be erected and the men accommodated in tents. Seventy-five men will be assigned to commence operation and should the project justify a degree of permanancy, standard buildings will replace the tents and the crew will be increased to 250 men.

The terms of the lease have granted to the Transient Service the right to farm all available agricultural lands and to pas-




ture livestock on surrounding range without cost. It is intended that part of the land shall be utilized for the raising of truck gardens to supply vegetables for the camp's use.

This trend of experimentation and vision is indicative of a deep understanding of the needs of the transient, and is interwoven with the philosophical efforts of the Transient Service to create new outlets and outlook for those who have been submerged in discouragement and standardized relief.



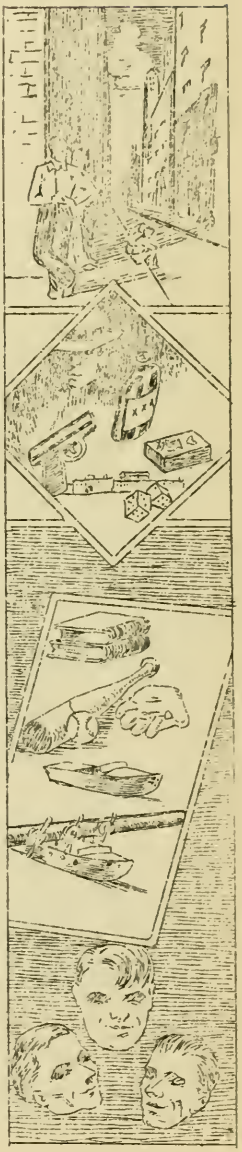
# THE CLYDE BOYS PROGRAM

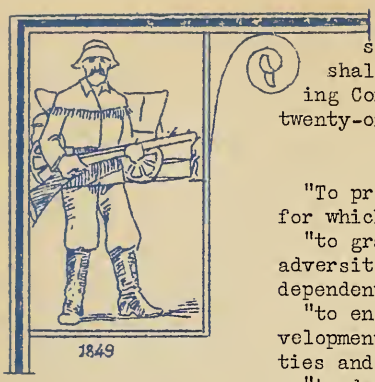
As a temporary step in the program of rehabilitation of the transient youth, the transportation camp method of treatment is a commendable measure. In this, as in any other undertaking, we should never rest in the belief that ultimate perfection has been attained. Transient centers have been continually facing the problem of the boy who, for some reason or other, will derive every minor benefit—or none at all—from being returned to the starting point of his migratory activities. Some youths have lost all home ties; some are absolutely alone in the world; some have established themselves in the locality and have worked there but have suffered reduced earnings until they are unable to support themselves unaided. There are several specific instances where it is not considered advisable to return boys to their home locality.

Sojourn in the city shelter benefits the boy even less than the disabled man, and in most cases would even be harmful to him. With the Rainbow City Project for Transient Families well under way and showing great promise of success, the Federal Transient Service in California has formulated a plan of treatment for the homeless boy which should prove highly effective.

The project at Clyde, for which such high hopes are entertained, is still in the formative stage. For that reason, a report from Dr. George C. Smith - who has been instrumental in the promulgation of this project, is quoted verbatim:

> "There is an ever increasing need for some organized plan whereby young Americans - particularly boys under age - may be induced to cease their aimless wanderings, and to settle themselves into something from which they may eventually enjoy permanent returns. Our present system of relief for minors—while it does provide one answer to the problem of physical needs, does not carry lasting benefit. It does not present a tangible solution of the major problem. At best, the present system is merely a temporary pallative for a mentally, spiritually and oftimes physically ill young American boy. Regardless of reasons, that boy IS on the road. To look forward ten years and to visualize this "Young America" is to shudder. It is our duty as American citizens NOW to prescribe a cure for this severe illness and to prevent it from reaching a devastating epidemic stage.
>
> "To apply the term 'school' or 'institution' or even 'camp' to any proposed program would immediately doom the project to defeat. Many of the lads with whom we want to work are on the road today in order to keep away from schools and institutions as such. All too frequently the narrow rigidity of rules and regulations has had its psychological effects and there is a natural youthful revolt against the constant harassment of confinement and stilted action. Any program, to be successful, must reduce intolerant, inflexible treatment to a minimum - at the same time incorporating disciplinary measures in such a manner as to make for self reliance and






self respect. Therefore, it is agreed that there shall be set up a unit known as the Citizens Training Corps; this unit to comprise some 225 boys under twenty-one years of age.

OBJECTIVES

"To provide thorough practical training in vocations for which young men may have natural aptitudes;

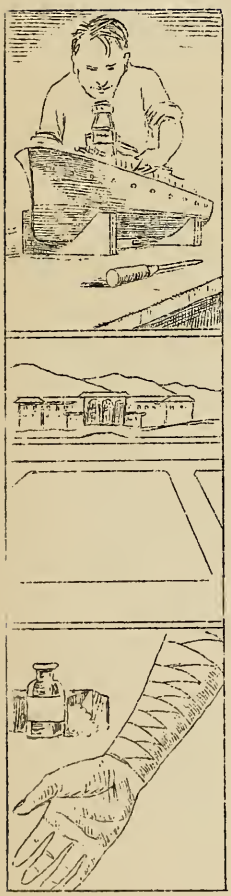
"to grant opportunities to young men who, because of adversities, are unable to prepare themselves for independent living;

"to encourage a balance of mental and physical development together with a full appreciation of the duties and privileges of American citizenship;

"to develop faith and pride in the United States and its institutions;

"to discourage un-American precepts and subversive activities;

"to develop a spirit of SERVICE.



ELIGIBILITY

"Although it is necessary at present that the enrollment be limited to transient relief boys, it is hoped that at a later date there may develop such modifications as to make possible the selection, also, of boys from needy California families.

"Boys with a sincere desire to profit by the training will be chosen.

"Only those boys who will agree to remain in training for at least one full term, who will agree to abide by the rules and regulations, and who are willing to accept fully the standards of the Corps, shall be considered eligible.

PERIOD OF ENROLLMENT

"The period of enrollment shall cover six consecutive months—enrollment or matriculation occuring twice each year.

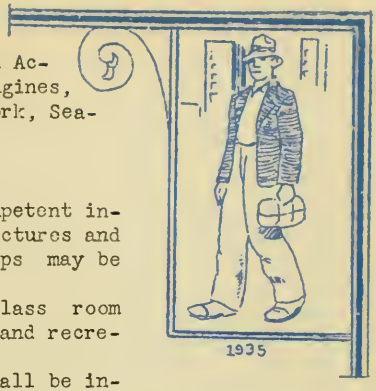
CURRICULUM

"The curriculum to be followed shall be such as to present a well balanced, practical training in certain fields. Every attempt will be made to provide fundamental, applied courses of study in subjects which may be used to advantage by the enrollee in his training and in the application of his training later.

"Although each enrollee, as far as possible, will be given the opportunity to select his own field of training, certain elementary subjects will be required of all enrollees.

"The required subjects will be: Business Arithmetic, Business English, American Citizenship, American History, Physical Training, Unit and Mass Drill, and First Aid and Hygiene.

"The electives will be: Bookkeeping and Accounting, Drafting, Cooking, Baking, Gas Engines, Diesel Motors, Radio, Carpentry and Wood Work, Seamanship and Gliders.



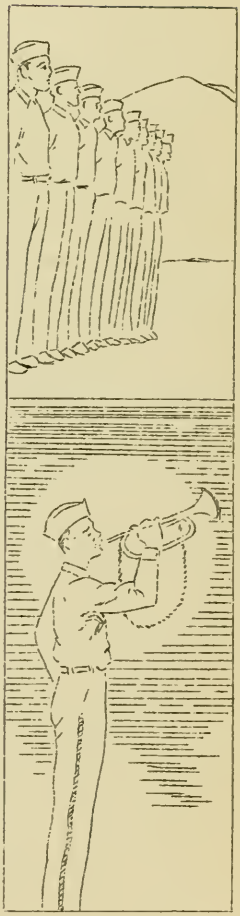

GENERAL

"Each course shall be handled by a competent instructor, and shall consist of classroom lectures and practicum. Field studies and inspection trips may be made at the discretion of the instructor.

"Five days per week shall be devoted to class room practicum; one day each week for inspection and recreation; Sundays shall be days of rest.

"Although no religious order or system shall be incorporated in the plans and programs of the Corps, attendance at some religious service is to be encouraged. Occasional services or exercises can be arranged for the Corps if desired.

"The customary cash allowance ($2.00-$3.00) shall be available to each enrollee and the usual canteen credit established for the purchase of personal items. Facilities for depositing all or part of the monthly cash allowance shall be available.



"The Corps shall consist of Companies or Sections designated 'Company or Section A, B, C and D.' Each Company or Section shall be divided further into Platoons and Squads—not more than eight Squads comprising any one Company or Section. 75 men shall comprise one full Company or Section; 36 men shall comprise one Platoon, or 4 Squads; 8 men shall comprise one Squad. The Company shall be officered as follows:

1 Captain
1 First Lieutenant (1st Platoon)
1 Second Lieutenant (2nd Platoon)
1 First Sergeant
2 Line Sergeants (1 for each Platoon)
4 Duty Sergeants (2 for each Platoon)
1 Supply Sergeant
8 Corporals (1 for each Squad)
56 Men (7 for each Squad)

"Men holding officers' positions shall be selected for proficiency, leadership and ability to handle men. Theirs will be the responsibility for immediate discipline, promptness, appearance, neatness, etc., of their units.

"Competition between units will be fostered and encouraged. This will involve drill, barracks life, inspections, recreation and scholastics. Every effort will be made to encourage self-discipline as well as adherence to regulations and routine.

"Dismissal from the Corps shall come only after a fair, unbiased trial. Automatic dismissal will come with wilful violation of certain rules and regulations adopted by the Corps and accepted by the enrollee upon

entering the Corps. Any dismissal does not mean, however, denial of relief at other points.

"Hospital facilities will be provided for illness or injuries which cannot be handled at the First Aid room. This particular facility may be shared with the Family Group at Rainbow City."